

Before the  
**FEDERAL COMMUNICATIONS COMMISSION**  
Washington, D.C. 20554

In the Matter of	)	
	)	
International Comparison and Consumer Survey	)	GN Docket No. 09-47
Requirements in the Broadband Data	)	
Improvement Act	)	
	)	
A National Broadband Plan for Our Future	)	GN Docket No. 09-51
	)	
Inquiry Concerning the Deployment of Advanced	)	
Telecommunications Capability to All Americans	)	
in a Reasonable and Timely Fashion, and Possible	)	GN Docket No. 09-137
Steps to Accelerate Such Deployment Pursuant to	)	
Section 706 of the Telecommunications Act of 1996,	)	
as Amended by the Broadband Data Improvement	)	
Act	)	
_____	)	

**COMMENTS OF RESIDENTS OF MONTGOMERY COUNTY MARYLAND  
ON NBP PUBLIC NOTICE #30**

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January 27, 2010

The Montgomery County Office of Cable and Communication Services<sup>1</sup> files these comments on behalf of the residents of Montgomery County, Maryland to ensure that the Commission is aware of public complaints related to deployment of broadband facilities. Montgomery County supports the Commissions efforts to responsibly develop a National Broadband Plan that will promote affordable and accessible broadband service for all consumers.

However, deployment of broadband facilities typically requires broadband service providers to permanently occupy public rights-of-way and private property by placing broadband facilities in roads, sidewalks, front yards, backyards, common property, and on utility poles. These facilities may include fiber cables, but also include large utility boxes and cabinets mounted on poles or placed in yards, as well as underground vaults and “hand holes” placed in yards.

Montgomery County is filing a summary of 1,063 complaints received by the Cable Office related deployment of cable and broadband facilities. These complaints represent only the construction complaints formally filed with the Cable Office. Broadband service providers receive significantly more complaints directly from residents and businesses.

The most common broadband construction complaints include:

- Inadequate or no notice of neighborhood construction
- Damage to other providers’ facilities resulting in lost power, telephone, cable television, and broadband service

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<sup>1</sup> Among its duties, the Office of Cable and Communication Services is responsible for inspecting facilities used to provide cable (and therefore cable modem) service, and working with residents, businesses, consumers and cable broadband companies to resolve cable and cable modem construction and service complaints. Visit [www.montgomerycountymd.gov/cable](http://www.montgomerycountymd.gov/cable) for additional information.

- Property damage and improper restoration, including torn-up lawns, destroyed tree roots and shrubs, and concrete driveways jack-hammered and improperly patched with asphalt
- Permanent placement of above ground facilities, including unsightly cabinets and vault covers, in private yards without courtesy notice to or consultation with the homeowner
- Congregated placement of multiple above ground facilities in a single yard
- Temporary cables and worksites left unfinished or unrestored for weeks at a time
- Serial, uncoordinated, construction by multiple broadband providers and other utilities resulting in repeated property damage
- Construction crews unwilling to provide information to homeowners

Many homeowners are angry that broadband providers design their deployment for the maximum convenience of the broadband system without taking into account the effect of placing unsightly facilities in the middle of a lawn, where with minimal effort, the broadband provider could have placed facilities in a less obtrusive spot. Many homeowners are angry that their lawns are dug up, look like the craters of the moon after a construction crew has finished, are restored only with seed, grass seed must be watered by the homeowner not the crews that caused the damage, and yards often remain pitted with bare patches when construction occurs in winter or summer months when it is too cold or too hot for grass to grow. Many homeowners are often angry to discover that broadly written public utility easements originally designed and used for telephone service are now being used to provide broadband service.

Montgomery County works with complainants and broadband service providers to resolve these construction issues. Sometimes broadband providers work cooperatively to resolve complaint and sometimes they do not. However, in many cases, the providers refuse to provide adequate remedies for homeowners or to restore property to its previous condition. The property owner is not made whole and is not reimbursed for the time and effort needed to resolve an issue created by the broadband provider.<sup>2</sup> Many consumers are also angry that the Commission and other federal agencies limit the ability of property owners and local governments to regulate the impact of these destructive deployment construction practices.

Montgomery County simultaneously works to facilitate competitive provision of broadband services, as well as to enforce compliance with construction codes and practices that will ensure protection of public safety and adequately address consumer concerns. Most residents look first to their local government to assist them with these kinds of disputes. The Commission has neither the personnel resources, ability to physically inspect property, nor adequate contact with broadband construction crews to resolve these problems directly. On behalf of Montgomery County consumers, the County urges the Commission to ensure that a National Broadband Plan will ensure that local governments retain authority to regulate broadband construction practices.

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<sup>2</sup> In one recent instance, the County issued a stop work order for a construction crew digging in a neighborhood in which underground utilities had not been marked. The work crew unlawfully came back at night to start digging again. The work crew cut into a gas main. The fire department ordered an evacuation of nearby houses and residents were forced to evacuate their homes into a driving rain storm.

# Construction Issues 1998

## Complaint

<i>Date</i>	<i>City</i>	<i>ZIP</i>	<i>Company</i>	<i>COMMENT</i>
01/03/1998	SILVER SPRING	20906	Cable/TV Mont	SUB CALLED OVER A WEEK AGO FOR A "DANGEROUS" TEMP CABLE RUNNING OVER HER DRIVEWAY AND YARD TO ANOTHER PED. SHE STATED THAT KIDS HAVE TRIPPED OVER THE CABLE AND EVERY TIME SHE CALLS CTM SHE IS UNABLE TO SPEAK WITH ANYONE WHO CAN DO SOMETHING ABOUT IT.
01/20/1998	GERMANTOWN	20874	Cable/TV Mont	SUB MOVED INTO NEW HOME IN JULY 97 AND WAS INSTALLED IN NOV 97. HOME NEXT DOOR IS STILL UNDER CONSTRUCTION. SHE LOST SERVICE 1/14 DUE TO CUTTING OF CABLE BY CONSTRUCTION ACTIVITY. CTM HAS BEEN OUT MORE THAN ONCE TO FIX CUT CABLE. WENT OUT AGAIN LAST NIGHT.
01/20/1998	BROOKEVILLE	20833	Cable/TV Mont	CTM WAS OUT TO CHECK ON SUB'S RECEPTION ON 11/4 AND DETERMINED THAT LINE TECH WAS NEEDED. THERE HAS BEEN NO IMPROVEMENT SINCE THEN IN SPITE OF CALLS TO CTM AND LETTER CTM PRESIDENT. SUB PAYS ABOUT \$65 A MONTH AND HAS 3 TVs, INCLUDING A LARGE SCREEN. SOME CHANNELS ARE OK.
01/30/1998	POTOMAC	20854	Cable/TV Mont	C/ CALLED TO COMPLAIN ABOUT DIGGING WHICH OCCURED ABOUT 2 WEEKS AGO AND LACK OF RESTORATION AND NON RESPONSIVENESS OF CTM WHEN HE FINALLY GOT THROUGH TO CTM AFTER WAITING ON PHONE FOR 15 MINUTES. HE ASKED CTM ABOUT MARKINGS ON HIS PROPERTY AND COULD NOT GET A GOOD ANSWER. HE ALSO CALLED MISS UTILITY WHO SAID THEY HAD NO RECORD OF HIS PROPERTY BEING MARKED. HE ALSO SAID THAT PEDESTAL WAS LEFT OPEN AND CABLE WAS ALL OVER GROUND. HE ALSO DOES NOT WANT HE DRIVEWAY CUT UP (SOME OF THE MARKINGS LEAD TO HIS DRIVEWAY)
03/11/1998	POTOMAC	20854	Cable/TV Mont	TAKEN BY FLO, HANDWRITTEN COPY FAXED 3/11 CABLE ACROSS HIS PROPERTY TO HIS NEIGHBOR'S HOUSE WHICH HE FEELS IS A HAZARD. WORK WAS DONE LAST WEEK AND CTM SAID EARLIEST THAT A CREW COULD BE OUT TO DO PERMANENT REPLACEMENT WOULD BE TWO WEEKS.
05/06/1998	GAITHERSBURG	20880	Cable/TV Mont	SUB SCHEDULED NEW INSTALLATION AROUND 2/98 AND TOOK OFF WORK TO MEET INSTALLER. WHEN INSTALLER ARRIVED HE SAID THERE WAS NO CABLE. CTM CAME BACK OUT AND BROUGHT CABLE FROM STREET TO FENCE??. SUB SCHEDULED INSTALLATION, AND TOOK OFF WORK AGAIN, AROUND MID MARCH. INSTALLER AGAIN SAID HE COULD NOT DO INSTALLATION BECAUSE IT WAS NOT UP TO HOUSE. 1 HOUR LATER HE CAME BACK AND INSTALLED A TEMP DROP AND GOT SUB SERVICE TO 1 TV ALTHOUGH HE HAD ASKED FOR INSTALLATION TO 2 TVs. DROP HAS TO GO UNDER PATIO. INSTALLER SAID CTM WOULD BE OUT AROUND 4/15. NOTHING HAPPENED UNTIL SUB CALLED CTM ABOUT BILL AND THIS PROBLEM AND THE DATABASE SHOWED THAT CTM WAS WAITING FOR SUB TO CALL TO SCHEDULE. RESCHEDULED FOR 5/2. SUB CALLED CTM AT 7AM TO CONFIRM APPOINTMENT FOR 8-10AM. SUB STAYED AT HOME TIL 7PM. CTM DID NOT CALL OR SHOW. WHEN SUB CALLED CTM ALL HE GOT WERE RECORDINGS.
05/26/1998	SILVER SPRING	20905	Cable/TV Mont	SEE ATTACHED LETTER TO COUNCILWOMAN MARILYN PRAISNER DATED 5/21/98 REGARDING TEMP LINES IN ROADWAY AND ELECTRICAL SPARKING HE OBSERVED AND HIS CONCERN ABOUT CONSTRUCTION EQUIPMENT FUEL THAT COULD IGNITE. ALSO SEE COUNTY INSPECTION ALERT ISSUED ON THIS MATTER.

<i>Complaint Date</i>	<i>City</i>	<i>ZIP</i>	<i>Company</i>	<i>COMMENT</i>
06/29/1998	SILVER SPRING	20904	Cable/TV Mont	SUB ? STATED THAT A TEMPORARY CABLE HAS BEEN ON HER PROPERTY FOR MORE THAN 1 MONTH. WHENEVER SHE CALLS CTM SHE ROUTINELY HAS TO WAIT 20-25 MINUTES TO SPEAK TO SOMEONE AND WHEN SHE WANTS TO SPEAK TO A SUPERVISOR THEY NEVER CALL BACK.
06/29/1998	CABIN JOHN		Cable/TV Mont	C/ COMPLAINED ABOUT A CABLE GOING ACROSS ROAD AT ABOVE ADDRESS WHICH HAD BECOME A HAZARD FOR KIDS RIDING BIKES.
07/08/1998	BETHESDA	20817	Cable/TV Mont	SUB HAD SAME COMPLAINT ON 3/17/98 ABOUT SIGNAL QUALITY. SUB STATED THAT CTM HAS TEMPORARY CABLES ON ROAD AND THAT HIS PED IS BEING USED TO PROVIDE SERVICE TO OTHERS BUT THAT SIGNAL QUALITY HAS BEEN GOING DOWNHILL FOR SEVERAL WEEKS. SUB ALSO STATED, AS HE DID IN COMPLAINT OF 3/17, THAT HE HAS CALLED CTM SEVERAL TIMES AND THAT EACH TIME THE CSR STATED THAT THEIR SYSTEM HAS NO RECORD OF PREVIOUS CALLS. REOPEN 8/11/98 PROBLEM WAS FIXED FOR A WHILE BUT NOW PICTURE QUALITY HAS DETERIORATED AGAIN WHERE IT IS NOT VIEWABLE. CTM WAS TO SEND TECH OUT LAST NIGHT.
07/29/1998	POTOMAC	20854	Cable/TV Mont	WEEK OF 7/20/98 CTM WAS DIGGING IN YARD & BROKE SPRINKLER SYSTEM ON BOTH SIDES OF DRIVEWAY. WHEN MRS. TAUBER TRIED TO CALL CTM CONCERNING THIS ON 7/26,27,28 - NO ONE RETURNED CALLS. ON 7/29 SHE GOT THRU TO JOY BRODY & WAS TOLD SOMEONE WOULD BE OUT ON 8/25. MRS. TAUBER FEELS THAT THIS IS AN UNACCEPTABLE WAIT OVER THE SUMMER. WAS ALSO TOLD THAT WENDY JULLIAN WILL CALL THEM - BUT HAS NOT RECEIVED ANY CALLS.
08/07/1998	POTOMAC		Cable/TV Mont	HANGING WIRES ALONG HER PROPERTY. HAS CALLED CTM SEVERAL TIMES & HAVE BEEN TOLD SOMEONE WILL BE OUT (EG. ON 8/5) BUT NO ONE HAS SHOWN UP. ALSO, WHEN SHE HAS CALLED CTM SHE HAS BEEN DISCONNECTED.
08/19/1998	GERMANTOWN	20874	Cable/TV Mont	C/ STATED THAT TEMP DROP WAS PUT DOWN ON 7/2 AND RUNS FROM HER DRIVEWAY ABOUT 4 LOTS AND THAT BOX IS EXPOSED. SHE HAS CALLED CTM SEVERAL TIMES AND HAS BEEN TOLD THAT IT HAS BEEN SCHEDULED FOR REPLACEMENT BUT NOTHING HAS HAPPENED. SHE FEELS IT IS A SAFETY ISSUE WITH KIDS RIDING BICYCLES, ETS.
08/24/1998	POTOMAC	20854	Cable/TV Mont	SUB STATED THAT NEIGHBOR CUT CABLE AND CTM PLACED TEMP OVER 2 WEEKS AGO BUT PLACED TEMP ON HER PROPERTY RATHER THAN "THE OTHER SIDE OF THE TREE". SHE PLACED SMALL RED FLAGS OVER HER NEWLY INSTALLED DRAINAGE TILES TO ALERT WORKERS TO AVOID THAT AREA, BUT THEY DID IT ANYWAY. SHE TRIED TO CALL CTM SEVERAL TIMES IN THE PAST TWO WEEKS BUT HAS NOT BEEN ABLE TO GET THROUGH ON THE PHONE.
09/29/1998	POTOMAC		Cable/TV Mont	CTM WAS OUT WORKING ON LINE ON SATURDAY 9/26 AND LEFT TIRE MARKS ON HIS LAWN. HE (DR. J. FREDERICK BARR) BELIEVES THAT WORK COULD HAVE BEEN DONE FROM ROAD. TECH WAS POLITE BUT LAWN NOW IS DIFFICULT TO MOW AND LOOKS BAD. HE ALSO IS UNHAPPY THAT NO SUPERVISOR CALLED HIM BACK AFTER TWO CALLS TO CTM. HE DOES NOT SUBSCRIBE TO CABLE. HE USED TO HAVE CABLE BUT HE OBJECTED TO HAVING TO HAVE BOXES TO RECORD ONE PROGRAM WHILE WATCHING ANOTHER.
10/20/1998	BETHESDA	20817	Cable/TV Mont	C/ STATES THAT ON 8/18/98 CTM DUG UNDER HIS DRIVEWAY TO PROVIDE SERVICE TO NEIGHBOR AND THAT DURING DIG, WHILE ATTEMPTING TO PUT IN CONDUIT, HIS DRIVEWAY WAS DAMAGED. CONTRACTOR, VIRTEK, STATED THAT THEY WOULD TAKE CARE OF IT BUT IN SPITE OF "DOZENS" OF CALLS TO CTM / LES HADA 294-7798 NOTHING HAS HAPPENED. NOW NO ONE IS RETURNING HIS CALLS.

<i>Complaint Date</i>	<i>City</i>	<i>ZIP</i>	<i>Company</i>	<i>COMMENT</i>
10/21/1998	BROOKVILLE	20833	Cable/TV Mont	SUB STATES THAT HOUSE DROP WAS CUT OVER 2 MONTHS AGO AND A TEMPORARY DROP HAS BEEN USED. HE HAS CALLED CTM 4 TIMES TO GET IT BURIED BUT WITHOUT SUCESS. CTM ? WAS OUT YESTERDAY BUT SAID THEY COULD NOT DO IT.
10/29/1998	ROCKVILLE	20850	Cable/TV Mont	SUB CALLED TO COMPLAIN ABOUT LONG STANDING PROBLEM WITH SIGNAL QUALITY AND ABOVE GROUND CABLE. ALTHOUGH CTM HAS GIVEN MUCH CREDIT HE REALLY WANTS SIGNAL QUALITY IMPROVED. APPARENTLY HE LIVES ON CUL DE SAC AND THAT CONSTRUCTION IS IN PROGRESS IN THE HOME NEXT TO HIM. HE ALSO STATED THAT CTM IS NOW NOT CALLING HIM BACK. COMPLAINT CLOSED 11/27/98 BASED ON LETTER FROM CTM. REOPENED 12/7/98 BASED ON CALL FROM SUB
10/29/1998	POTOMAC	20854	Cable/TV Mont	MRS. FEDER, A SUB, SAID THAT SHE GOT NO NOTICE ABOUT DIGGING TO TAKE PLACE IN HER FRONT YARD. BELTWAY CABLE PERSON SAID THAT NO NOTICE WAS REQUIRED AS DID CTM CSR WHEN SUB CALLED. SHE RECENTLY HAD \$60,000 WORTH OF LANDSCAPING DONE, WHICH INCLUDED SPECIAL SEEDING OF LAWN, AND IS UPSET ABOUT THE DIGGING. TWO NEW HOMES ARE BEING CONSTRUCTED NEAR HER AND A NEW PED WAS INSTALLED AND HAS CABLES STICKING OUT.
11/12/1998	TAKOMA PARK	20912	Cable/TV Mont	SUB LOST SERVICE 3 OR MONTHS AGO AS A RESULT OF STORM WHICH TOOK OUT SERVICE LINE. CTM CAME OUT AND PUT DOWN LONG TEMP WHICH CROSSES SEVERAL AREAS. SUB HAS CALLED NUMEROUS TIMES EXPLAINING THAT NEIGHBORS AND CHILDREN ARE TRIPPING ON CABLE. - BUT NO ACTION TO DATE.
12/01/1998	SILVER SPRING	20902	Cable/TV Mont	SUB STATES THAT TEMP DROP WAS PLACED IN PUE? OVER 6 MONTHS AGO AS RESULT OF NEARBY CONSTRUCTION AND THAT CONSTRUCTION ENDED ABOUT 8/98. CABLE WAS PARTIALLY BURRIED IN 8/98 BUT IS STILL THERE. HE HAS CALLED CTM SEVERAL TIMES WITH NO RESPONSE. HE ALSO WANTS TO KNOW HOW DEEP THE CABLE SHOULD BE.

**Total:** 21

# Construction Issues 1999

<i>Complaint Date</i>	<i>City</i>	<i>ZIP</i>	<i>Company</i>	<i>COMMENT</i>
01/27/1999	BETHESDA	20817	Cable/TV Mont	SUB STATES THAT SHE HAS BEEN TRYING TO GET CTM TO FIX LOW CABLE WIRE FOR OVER TWO YEARS WITHOUT SUCCESS.
01/27/1999	SILVER SPRING	20904	Cable/TV Mont	SEE ATTACHED LETTER TO CTM AND COUNTY EXECUTIVE ABOUT MISSING PED COVER FOR LONG TIME AND CTM'S DIFFICULTIES IN FIXING.
02/11/1999	OLNEY	20832	Cable/TV Mont	CTM SUB CUT GAS LINE IN 6/98 CAUSING FIRE, ETC. WHILE DIGGING UNDER DRIVEWAY (10 YEARS OLD). CTM HAS OFFERED TO CUT AND PATCH WHICH HE FEELS WILL NOT LOOK GOOD. NOW CTM DOES NOT RETURN CALLS. HE HAS NOT PAID BILLS SINCE NOVEMBER. INSPECTOR RON HALL HAS LOOKED AT DRIVEWAY AND SPOKEN WITH C/. HE RECOMMENDS HEATING, TAMPING, AND RESEALING DRIVEWAY.
02/12/1999	GERMANTOWN	20874	Cable/TV Mont	C/ CALLED TO COMPLAIN ABOUT TEMP CABLE ACROSS HIS DRIVEWAY AND NEIGHBOR'S YARD AND ITS POTENTIAL SAFETY PROBLEMS. HE ALSO EXPRESSED CONCERN ABOUT THE LENGTH OF TIME IT HAS TAKEN TO BURY THE CABLE.
02/12/1999	GAITHERSBURG	20879	Cable/TV Mont	C/ CALLED TO COMPLAIN ABOUT TEMP DROP ACROSS HIS LAWN TO NEIGHBOR'S HOME ON EMORY GROVE LANE. HE STATED HE HAS CALLED CTM 3 TIMES YET NOTHING HAS BEEN FIXED.
02/25/1999			Cable/TV Mont	C/ IS OFFICER OF NORTHLAKE VILLAGE FEDERATION AND CALLED ABOUT A CONTINUING PROBLEM WITH EROSION NEAR 12555 CROSS RIDGE WAY, GERMANTOWN 20874. HE STATED THAT PROBLEM GOES BACK A YEAR AND HE HAS MET WITH SEVERAL CTM REPRESENTATIVES, THE LAST TIME WAS AROUND NOV 98. LISTER HAD RON HALL LOOK AT.
03/01/1999	POTOMAC	20854	Cable/TV Mont	SUB'S NEIGHBOR HAD CONTINUING SIGNAL QUALITY PROBLEM AND CABLE WAS REPLACED IN LATE JANUARY/EARLY FEBRUARY. DURING THAT PROCESS C/ YARD WAS DUG UP AND HIS CABLE CUT. ALTHOUGH HIS SERVICE HAS BEEN RESTORED. RESTORATION OF HIS PROPERTY IS NOT ADEQUATE. FURTHER, WHEN HE HAS CALLED CTM HE HAS HAD TO WAIT FAR TOO LONG (OVER 1/2 HOUR) AND HAS HAD PROBLEMS SPEAKING TO A SUPERVISOR. HE BELIEVES HE HAS WASTED A LOT OF HIS TIME ON THIS PROBLEM.
03/18/1999	MONTGOMERY VIL	20886	Cable/TV Mont	CABLE WAS CUT 1/30/99. SINCE THEN CTM HAS BEEN OUT 4 TIMES BUT SUB STILL HAS POOR SIGNAL QUALITY. AREA MARKED AND REMARKED. SUB ALSO WENT TO GUDE DRIVE TO TRY TO GET PROBLEM RESOLVED - SPOKE WITH GAIL DUROT.
03/18/1999	N. BETHESDA	20852	Cable/TV Mont	SUB STATED THAT 6-8 MONTHS AGO CTM WAS WORKING ON A NEIGHBOR'S HOUSE. AFTER THAT TIME HIS SIGNAL QUALITY ON ALL 4 OF HIS TVS BECAME GRAINY. CTM HAS BEEN OUT 10 TIMES OR SO AND REPLACED HIS DROP AND MORE BUT HIS SIGNAL QUALITY HAS NOT IMPROVED. SUB FELT PROBLEM WAS IN FEEDER LINE FURTHER DOWN HIS STREET. LAST TECH SAID HE THOUGHT THE SAME. SEVERAL CALLS TO CTM HAVE NOT BEEN RETURNED.



<i>Complaint Date</i>	<i>City</i>	<i>ZIP</i>	<i>Company</i>	<i>COMMENT</i>
03/29/1999	ROCKVILLE	20853	Cable/TV Mont	C/ CALLED ON 3/18/99 ABOUT DOWNED CABLE NEAR 14124 CANTERBURY WHICH PEPSCO HAD DECLARED TO BE CTM"S. SHE WAS CONCERNED THAT CHILDREN WOULD GET HURT. LISTER THEN LEFT MESSAGE ON WENDY JULIAN'S PHONE ABOUT PROBLEM. C/ CALLED LISTER ON 3/29/99 AND STATED THAT A CTM TECHNICIAN IN A TRUCK CAME OUT SHORTLY AFTER HER CALL, CONFIRMED THAT CABLE BELONGED TO CTM, ROLLED IT UP BUT LEFT IT ON THE GROUND AND NOW CABLE IS AGAIN A HAZARD.
05/07/1999	OLNEY		Cable/TV Mont	C/ IS NOT A SUB. WITHIN THE LAST MONTH A LARGE (3 x 2 x ?) BOX APPEARED ALONG WITH A LOT OF MARKINGS ON THEIR LAWN AND STREET. THEY RECEIVED NO PRIOR NOTIFICATION. THEY ARE NOT HAPPY WITH THIS LARGE EQUIPMENT.
				CC: KELWYN MEBANE
05/12/1999	SILVER SPRING	20906	Cable/TV Mont	C/ IS NOT A SUB. NEIGHBOR TOLD HER THAT DIGGING BEHIND HER TOWNHOME WAS CATV WHO CUT HER ELECTRIC POWER LINES IN AM ON 5/6. PEPSCO PROVIDED A TEMPORARY HOOK UP TO HER NEIGHBORS HOME BUT POWER IS CUT OFF EVERY MORNING FOR WORK AND RESTORED SOMETIME IN THE PM. PEPSCO ALSO TOLD HER THAT WHOEVER MARKED HER PATIO, PRIVACY FENCE, ETC USED PERMANENT PAINT. SHE WANTS TO HEAR FROM SOMEBODY AT CTM (ASSUMING IT IS CTM) ABOUT RESTORING HER PROPERTY TO ITS PRIOR CONDITION AND COMPENSATING HER NEIGHBOR FOR COST OF ELECTRICITY.
05/14/1999	OLNEY	20832	Cable/TV Mont	SUB DID GET NOTIFICATION VIA DOOR HANGER BUT IS VERY UPSET ABOUT SIZE (? 3' x 3' ) AND LOCATION OF BIG NEW BOX. SHE WORKS WITH REAL ESTATE MORTGAGE COMPANY AND BELIEVES IT WILL SUBSTANTIALLY LOWER HER PROPERTY VALUE. CTM TOLD HER THAT IT IS NOT HER PROPERTY.
05/17/1999	ROCKVILLE	20850	Cable/TV Mont	C/ IS IN NEW SUBDIVISION, NEIGHBOR HAS CATV VIA TEMP DROP. ABOUT 2-3 WEEKS AGO CTM SUB CONTRACTOR CUT MAIN LINE CABLE. HE HAS BEEN TRYING TO GET CATV SERVICE FOR SEVERAL WEEKS WITHOUT SUCCESS.
05/26/1999	POTOMAC	20854	Cable/TV Mont	SEE ATTACHED LETTER DATED 5/25/99 WHICH DESCRIBES SEVERAL CABLE CUTS BY NEARBY CONSTRUCTION, LACK OF RESPONSIVENESS BY CTM TO PROVIDE A TEMPORARY DROP, BEING PUT ON HOLD, ETC. HE CANCELLED SERVICE BECAUSE OF FRUSTRATING EXPERIENCE.
05/28/1999	DARNESTOWN	20874	Cable/TV Mont	SEE ATTACHED CORRESPONDENCE COMPLAINING ABOUT INADEQUATE NOTIFICATION FOR NEW CONSTRUCTION, WISH FOR NO CONSTRUCTION AND MORE.
06/04/1999	BETHESDA	20817	Cable/TV Mont	JOEL EKSTROM 301-469-6562 CALLED IN COMPLAINT. ACCOUNT IS IN WIFE'S NAME MARY RAILSTBACH? 301-365-3324.
				SUB STATED THAT CABLE WENT OUT ABOUT A MONTH AGO AND CTM PROVIDED A TEMP DROP ON ABOUT 5/11. SUB HAS HAD MANY CALLS TO CTM ASKING WHEN TEMP WILL BE BURRIED WITHOUT SUCCESS. SUB IS GOING OUT OF TOWN SOON AND WANTS TO BE THERE WHEN CABLE IS BURRIED.

<i>Complaint Date</i>	<i>City</i>	<i>ZIP</i>	<i>Company</i>	<i>COMMENT</i>
06/07/1999	Olney	20832	Cable/TV Mont	Large box put down in her front yard, no explanation, no warning. Wants box moved, customer doesn't even subscribe, very unhappy.
06/10/1999	Rockville		Cable/TV Mont	Contractors damaged area in front of house. Consumer wants it restored as promised.
06/10/1999	Bethesda	20816	Cable/TV Mont	A new big box replaced smaller box, no warning, no contact, would like it moved up higher on pole.
06/11/1999	Takoma Park	20912	Cable/TV Mont	Customer upset at downgrade charge of \$23, inability to get through on phones, never got list of charges, wants written confirmation of downgrade.
06/16/1999	Gaithersburg	20878	Cable/TV Mont	Customer got no notice of construction, box is coming. Wants box to be moved to edge of property line near Pepco box.
06/23/1999	Germantown	20874	Cable/TV Mont	Customer called CTM and was promised re-seeding. No restoration was ever done.
06/29/1999	Olney		Cable/TV Mont	Customer's old cable box was replaced by a much larger cable box in his front yard. He considers this box an eyesore. He contacted Mr. PETE BONNER of CTM about the problem but has not gotten a response.
07/15/1999	Rockville		Cable/TV Mont	Has "temporary" overhead install - over driveway apron - for 6 weeks - wants "permanent" repair done.
07/15/1999	Gaithersburg		Cable/TV Mont	Drooping cable in front of house for past 6 weeks. Lowest line on pole. Far below other lines. Check run-raise wire if possible.
07/21/1999	Germantown		Cable/TV Mont	CTM promised to install cable for consumer back on July 14 but has delayed installation for weeks, telling the consumer that they will now not be able to install cable until after August 16th. Consumer thinks that 7 weeks is too long for a standard installation.
07/22/1999	Potomac	20854	Cable/TV Mont	2 TVs out for 6 weeks, CTM gives many excuses. Customer wants lines fixed and bill adjusted.
07/22/1999	Silver Spring		Cable/TV Mont	CTM has allegedly dug large hole at edge of property and left open for 2 weeks. Danger to children at night.
07/23/1999	Potomac	20854	Cable/TV Mont	Customer has line laying on top of sidewalk that should be under sidewalk. Dead grass on lawn where CTM dug. Cable is a hazard. She does not even subscribe.
07/26/1999	Montgomery Village	20886	Cable/TV Mont	PEPCO dug up 1 hole on property 14 feet from paved portion without notice to consumer. Now a 4 feet by 4 feet plywood panel and traffic cone over hole.
08/04/1999	S. Spring	20971	Cable/TV Mont	marks/lines all over lawn, no notice given, hard to get to CTM then got arrogant "because we can" explanation
08/06/1999	CLARKSBURG		Cable/TV Mont	SUB STATED THAT CABLE STARTED GOING OUT THE END OF JULY AND CTM SAYS THAT THEY CAN'T GET OUT TO FIX UNTIL 8/23. SUB ALSO STATED THAT HE HAD TO WAIT ON PHONE FOR SEVERAL HOURS TO GET TO TALK TO CSR.
08/09/1999	Silver Spring		Cable/TV Mont	no warning, can it be moved?

<i>Complaint Date</i>	<i>City</i>	<i>ZIP</i>	<i>Company</i>	<i>COMMENT</i>
08/13/1999	SILVER SPRING	20905	Cable/TV Mont	SUBS ARE ELDERLY AND CALL WAS PLACED BY DAUGHTER, JEANNE KALUETER WHO IS VISITING FROM MICHIGAN ( 616-964-6312). APPARENTLY SOMEBODY DIGGING AT END OF JULY CUT PEPCO AND CTM CABLES. CTM PLACED TEMP AND HAS BEEN OUT SEVERAL TIMES. ACCORDING TO DAUGHTER THE TEMP HAS "BURNED, CAUGHT FIRE". CTM IS SENDING OUT PEOPLE WITH PICKS AND SHOVELS - NO ONE WHO CAN FIX PROBLEM.
08/16/1999	GAITHERSBURG	20878	Cable/TV Mont	SUB SAYS THAT TECH CAME OUT ON 8/12 FOR MINOR RECEPTION PROBLEM AND WHEN HE LEFT NOTHING WORKED. HE HAS HAD DISCUSSION WITH FRED BATTLE BUT PROMISES OF FIXING PROBLEM KEEP GETTING POSTPONED.
08/26/1999	KENSINGTON	20895	Cable/TV Mont	C/, WHO DOES NOT HAVE AND DOES NOT WANT CABLE, RECEIVED DOOR HANGER ABOUT CONSTRUCTION AND ALSO GOT WHITE LINES SPRAYED ON HER PROPERTY. SHE SAID SHE IS HANDICAPPED AND CAN NOT AFFORD EXTRA WATER TO KEEP THE GRASS GROWING. LISTER ASKED K. MEBANE TO CALL C/
08/27/1999	BETHESDA	20816	Cable/TV Mont	C/ CALLED TO STATE THAT HE WOULD NOT ALLOW NEW BOX, INSTALLED 8/27, ON HIS PROPERTY AS IT WOULD SUBSTANTALLY LOWER THE VALUE OF HIS PROPERTY. THE PROPERTY WAS INSTALLED TODAY AT 4:07 WITHOUT ANY NOTIFICATION. HE TOLD THE CONTRACTORS THAT HE AND HIS NEIGHBOR WOULD AGREE TO ANOTHER LOCATION, WITHIN APPROXIMATELY 10', THAT WOULD BE MUCH LESS DISTURBING BY THAT CONTRACTOR REFUSED TO CONSIDER. LISTER ASKED K. MEBANE TO CALL MR. PARSONS.
09/01/1999	Rockville	20851	Cable/TV Mont	saw CTM truck work on box, hit their box, then c mail box, not report l to c & drive away
09/01/1999	POTOMAC	20854	Cable/TV Mont	SEE ATTACHED LETTER DATED 9/1/99 COMPLAINING OF SEVERAL THINGS, PRIMARILY PHONES, BUT ALSO BURYING OF DROP CABLE, RECEPTION AND MORE.
09/03/1999	SILVER SPRING	20902	Cable/TV Mont	WIRE HANGING DOWN TO LAWN NEAR CURB - OPPOSITE KEMP MILL SCHOOL
09/06/1999	SILVER SPRING	20910	Cable/TV Mont	NO NOTICE OF CONSTRUCTION IN FRONT YARD, POOR RESTORATION, CABLE OUT FOR SEVERAL DAYS, EXPOSED WIRES, CTM SAYS NOT THEM, GREEN & WHITE LOGO, CABLE ON GROUND
09/14/1999	Rockville	20855	Cable/TV Mont	yard was dug up, restoration done was bad job, rain made it worse
09/20/1999	Bethesda	20817	Cable/TV Mont	can't get thru to report problem, cable on top ground, kids play nearby, worried. PLEASE NOTE: THIS CASE HAVE BEEN RE-OPENED AS OF 05/24/2000.
09/23/1999	POTOMAC	20854	Cable/TV Mont	SEE ATTACHED LETTER FROM SUBS DATED 9/18/99 COMPLAINING OF LACK OF PROPER RESTORATION SINCE CABLE WAS CUT BY CONTRACTOR FOR SPRINKLER SYSTEM.
09/24/1999	BETHESDA	20817	Cable/TV Mont	SEE ATTACHED EMAIL TO COUNTY EXECUTIVE COMPLAINING ABOUT LACK OF CABLE DUE TO INABILITY TO PROVIDE DROP CABLE SINCE REQUESTING IT IN EARLY JULY.

<i>Complaint Date</i>	<i>City</i>	<i>ZIP</i>	<i>Company</i>	<i>COMMENT</i>
09/24/1999	SILVER SPRING	20910	Cable/TV Mont	SUB IS PAYING \$72/MONTH AND WAS VERY UNHAPPY WHEN HIS CABLE WAS CUT DURING THE UPGRADE AND HAD TO WAIT FOR 25 MINUTES ON PHONE TO GET CTM TO COME OUT - WHICH TOOK 2 DAYS. FURTHER, THE TEMP HAS BEEN THERE 3 WEEKS AND LIES ACROSS HIS NEIGHBORS DRIVEWAY. ALSO, ONE OF HIS THREE TVS DOES NOT GET GOOD RECEPTION AND HE DOES NOT BELIEVE AN MINI AMP SHOULD BE NECESSARY FOR 3 TVS
10/01/1999	TAKOMA PARK	20912	Cable/TV Mont	SEE ATTACHED LETTER DATED 9/22/99 COMPLAINING ABOUT DIFFICULTY IN REPORTING OUTAGES AND A LOW HANGING CABLE.
10/05/1999	Brookeville	20833	Cable/TV Mont	believes box is on her private property
10/05/1999	OLNEY	20832	Cable/TV Mont	NON SUB REPORTS TEMP CABLES ACROSS HER PROPERTY AND OTHERS FOR OVER 3 MONTHS
10/06/1999	GERMANTOWN	20876	Cable/TV Mont	SUB? CALLED TO COMPLAIN ABOUT TEMPORARY CABLE ON HIS PROPERTY WHICH HAS BEEN THERE ALL SUMMER
10/18/1999	Gaithersburg		Cable/TV Mont	CTM dug up his yard and has done very poor restoration
10/20/1999	ROCKVILLE	20852	Cable/TV Mont	SUB HAS HAD BAD RECEPTION FOR SEVERAL YEARS AND HAS BEEN TOLD A NEW DROP CABLE IS NEEDED. HE STILL DOES NOT HAVE A NEW CABLE EVEN THOUGH THERE WAS A WORK ORDER (1224034) ISSUED 9/23/99.
10/20/1999	SILVER SPRING	20904	Cable/TV Mont	SEE ATTACHED LETTER DATED 10/20/99 DESCRIBING DIFFICULTIES IN GETTING PROPERTY RESTORED FROM CONSTRUCTION IN JULY 99.  CC: RON HALL
10/26/1999	Rockville	20850	Cable/TV Mont	On 9/9/99 CTM cut phone and electric service, fixed promptly, out as of 10/21. Sub discovered that 2 cable lines were buried less than 2" outside utility easment in back yard and while aerating the lawn the cable was pulled out. CTM was called and CSR would not commit to a deadline to bury cable properly. Spoke to Ms. Dunn, said CTM has problems with global services in Montgomery County and could not commit as to when wires would be buried. Never buried wire at distribution box.
10/29/1999	Montgomery Village	20886	Cable/TV Mont	For the past several years complaints (1) cable protruding from ground and laying on top of lawn (2) past year and a half outages and has had to call and schedule repairs, can't get credit for bad reception. On Tuesday, 10/26/99), cable service man came and did nothing because he forgot his meter-and then never came back, left no paper work (3) phones are difficult , menu is troublesome, lines get dropped off.
11/03/1999	POTOMAC	20854	Cable/TV Mont	SUB WAS SCHEDULED FOR DROP REPLACEMENT SOME TIME AGO FOR HIS 1 TV RECEPTION PROBLEM (TECH HAS BEEN THERE). THERE HAVE BEEN SEVERAL NO SHOWS. EACH TIME SUB HAS CALLED CTM AND PLACED ON HOLD FOR TOO LONG. ON SATURDAY 10/30 HE CALLED 3 OR 4 TIMES AND EACH TIME HUNG UP BECAUSE THERE WAS NO ANSWER. HE WANTS TO KNOW HOW MANY OPERATORS WERE ON DUTY. SUB ALSO HAS QUESTIONS ABOUT TV GUIDE+ AND CHANNEL # CHANGES. HE STATED THAT MR. FRED BATTLE PROMISED TO CALL BACK AND HE HAS NOT.

<i>Complaint Date</i>	<i>City</i>	<i>ZIP</i>	<i>Company</i>	<i>COMMENT</i>
11/04/1999	BROOKEVILLE	20833	Cable/TV Mont	SUB CALLED TO COMPLAIN THAT TEMP DROP HAS BEEN THERE SINCE 8/99 AND PED NEEDS COVER. HE HAS CALLED CTM 3+ TIMES WITHOUT ANY ACTION.
11/08/1999	Rockville	20853	Cable/TV Mont	cable done as temporary repair over 2 weeks ago and CTM never returned to bury cable, sub had missed appt on 10/29 between 8AM-8PM to bury cable, left messages that are not returned, dropped pay channels in protest, nothing works, phonewall
11/08/1999	Germantown	20876	Cable/TV Mont	Cable lying on top of ground all around back of townhouses on Aldenham Ct., people will trip or cut with mowers, children may play with it
11/10/1999	Damascus	20872	Cable/TV Mont	CTM did incomplete construction, took 5 days to fix - never had good follow-up, sub never called back to CTM, \$20 no-show adjustment owed
11/17/1999	Gaithersburg	20879	Cable/TV Mont	Ctm has run cable on homeowners' private property without permission of homeowner. Messrs. Robert Smith, Manning & Friedman are aware of problem
11/23/1999	SILVER SPRING	20906	Cable/TV Mont	WSSC CUT HIS CABLE ABOUT 1 MONTH AGO. TEMP CABLE PROMISED TO BE BURIED ON 11/11 WHICH HAS NOT HAPPENED. MANY CALLS TO CTM HAVE NOT SOLVED HIS PROBLEMS. HE WAS ALSO TOLD THAT NO ONE IN UNDERGROUND WORKED ON WEEKENDS.
11/24/1999	Potomac	20854	Cable/TV Mont	No notice of construction which damaged property, possible damage to large tree
11/24/1999	N. Potomac	20878	Cable/TV Mont	Lost service, out 26 days, when picture came back on, it was snowy, CTM missed appointment, see attached letter
11/29/1999	OLNEY	20832	Cable/TV Mont	SUB CALLED TO COMPLAIN ABOUT SEVERAL HUNDRED FEET OF TEMP CABLE NEAR STREET AND AROUND CIRCLE. SHE HAS COMPLAINED TO CTM SEVERAL TIMES BUT PROBLEM REMAINS
12/08/1999	BETHESDA		Cable/TV Mont	C/ REPORTED THAT 2 CABLES HAVE BEEN RUNNING FROM BOX OVER HER PROPERTY TO NEIGHBORS SINCE EARLY SUMMER. MANY CALLS TO CTM HAVE RESULTED IN PROMISES BUT NO SOLUTIONS.
12/13/1999	Silver Spring	20904	Cable/TV Mont	In Sept a bad storm knocked drop line down, but cable still wroked, sub called 2 days later and someone came out, and said let's bury it. It was buried 10/3/99, but CTM didn't remove old line. CTM said later that this wasn't a cable line. C&P said it's not a phone line. Patrick, a CTM manager, said they would remove it on 2/10/99 - or 12/11/99 - it didn't happen. Then sub was told she missed appt for 12/13/99 while she was there, and she was never told of 12/13 appt.
12/14/1999	SILVER SPRING	20901	Cable/TV Mont	SUB STATED THAT THEY WERE UPGRADED APPROXIMATELY 2 WEEKS AGO WITHOUT NOTIFICATION. SINCE THAT TIME THEY HAVE NOT GOTTEN CHANNEL 4(NBC) AND POOR RECEPTION ON OTHER CHANNELS. TECH CAME OUT AND SAID PROBLEM IS OUTSIDE HOUSE. SUB HAD PROBLEMS GETTING THROUGH ON PHONE AND SUPERVISOR DID NOT CALL BACK.
12/29/1999	BURTONSVILLE	20866	Cable/TV Mont	SEE ATTACHED LETTER FROM C/ ABOUT CABLE ON HIS PROPERTY. COUNTY INSPECTOR FOUND VIOLATION AND INDICATED SO ON REPORT #C2147.
12/30/1999	N. Potomac	20878	Cable/TV Mont	Told upgrade done at his address, guy came in with box, nothing has worked since - no descent picture since December 9 and VCR does not work, phone wait of 5-10 minutes with no return calls.

<i>Complaint Date</i>	<i>City</i>	<i>ZIP</i>	<i>Company</i>	<i>COMMENT</i>
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*Total:* 71

# Construction Issues 2000

<i>Complaint Date</i>	<i>City</i>	<i>ZIP</i>	<i>Company</i>	<i>COMMENT</i>
01/03/2000	SILVER SPRING	20905	Cable/TV Mont	C/ CALLED TO COMPLAIN THAT CONSTRUCTION CREW WAS DOING UG WORK ON SUNDAY AND DAMAGED HIS DRIVEWAY YET LEFT NO NOTE. ALSO TRUCK WAS NOT MARKED.
01/05/2000	Chevy Chase	20815	Cable/TV Mont	Frustrated with CTM telephone system, got upgrade notice 2 weeks ago, seen nothing since - Are they coming or not? He does not want.
01/10/2000	ROCKVILLE	20850	Cable/TV Mont	SEE ATTACHED 1/3/00 LETTERS TO WALLACE BELL AND JANE LAWTON COMPLAINING ABOUT SPRAY PAINTING AND SIGNS OF INTENT TO CONSTRUCT ON THEIR PRIVATE PROPERTY - NOT WITHIN PUE.
01/12/2000	WHEATON	20902	Cable/TV Mont	SUB WANTS TO BE ABLE TO PAY HIS CABLE BILL VIA AUTOMATIC DEBIT. HE SUSPECTS THAT BY NOT OFFERING SUCH SERVICE CTM EARNS ADDITIONAL REVENUE THROUGH LATE FEES. HE ALSO IS UNHAPPY THAT UPGRADE HAS NOT YET ARRIVED ALTHOUGH THERE ARE PLENTY OF OUTAGES. AND HE HAS FOUND THE WAIT ON THE PHONE EXCESSIVE.
02/01/2000	Derwood	20855	Cable/TV Mont	Last summer (1999) CTM cut sub's underground sprinkler system and verbally promised to reimburse cost of repairs. Despite numerous phone calls, letters and faxes, no follow through has resulted. Contacts made at CTM include Dorrin Davis, Desiree Seary (pardon any spelling errors) with no response. Sub has repair bill for \$138.78.
02/07/2000	Olney	20832	Cable/TV Mont	First probe of unburied cable at 4517 Winding Oak was corrected 3-4 weeks ago by burial, now a second cable from box runs across side yard and across 2 neighbors back yards (private property) above ground to another box on Brightwood Drive, phones don't work at CTM.
02/15/2000	Silver Spring	20906	Cable/TV Mont	Cable on top of ground for 100 fee crossing addresses 2325,2327,2331, private property, plus foot path and driveways - hooked up to 2 junction boxes - sub acct #577878-01.
02/16/2000	BETHESDA	20814	Cable/TV Mont	SEE ATTACHED EMAIL FROM C/ DESCRIBING EXPERIENCE AND BEHAVIOR OF NEW WAVE CONTRACTOR FOR CTM WHO CUT HIS PHONE LINE. ALSO NOTE LACK OF IDENTIFICATION ON RENTAL VEHICLES.  CC: BILL HYSELL JANE LAWTON ATIQ PANSHIRI, PERMITTING SERVICES
02/25/2000	BETHESDA		Cable/TV Mont	C/ REPORTED CABLE HANGING DOWN IN FRONT OF HER HOME, PEPCO SAYS IT IS NOT THEIRS.
02/28/2000	Potomac	20854	Cable/TV Mont	Service out for 5 days - pedestal broken up and needs to be replaced/repared, see attached letter, sub also wants credit.
03/06/2000	Germantown		Cable/TV Mont	Sub has cover missing/broken on pedestal in front of her address, CTM has been called and says they will fix but no one comes, kids play in area - her service is okay

<i>Complaint Date</i>	<i>City</i>	<i>ZIP</i>	<i>Company</i>	<i>COMMENT</i>
03/07/2000	N. Bethesda	20852	Cable/TV Mont	Got large box in front yard replacing small box. No notice received. Wants it gone, no return calls from CTM after messages left. Doesn't want it anywhere on his property. At CTM spoke to tech Kelly Smith (CCG). Bob Whiteman to come and photo, never came or called - Tom Chase - no call back.
03/08/2000	Potomac	20854	Cable/TV Mont	CUSTOMER CALLED COMPLAINING ABOUT UNBURIED CABLE WIRES ACROSS HIS YARD AND STREET. CUSTOMER IS CONCERN THAT SOMEONE MIGHT BE INJURED DUE TO THESE UNBURIED CABLE WIRES.  3/26/01 Update by Al Lister Date of complaint changed to 3/8/01 from 11/22/00 per request of Ms. Nicole Anderson who indicated that that was the date the complaint was received by Comcast.
03/09/2000	Chevy Chase	20815	Cable/TV Mont	C/ REPORTED THAT SHE CALLED CTM MONTHS AGO ABOUT DAMAGED PED COVER BUT NOTHING HAS HAPPENED
03/13/2000	Potomac	20854	Cable/TV Mont	Subs front yard dug up last fall and again a few weeks ago. No restoration done whatsoever.
03/14/2000	Bethesda	20817	Cable/TV Mont	July 1999 sub had extra line installed in home for 3rd TV. Line came in from backyard into sitting room. Sub paid and was told line would be buried in 1 week. STILL NOT BURIED BY CTM. Got letter 8/25/99 apologiizing for delay from Drema Dunn.
03/14/2000	Rockville	20852	Cable/TV Mont	Cable box in backyard. Got no notice. Would like it moved sideways parallel fo fence.
03/16/2000	Bethesda	20814	Cable/TV Mont	Since 3/9, Thursday, all channels out. Only get local stations without cable. No channels are watchable. She will check with neighbors to see if it is a line problem (condo). Called it in - wants proper referral. Phones are impossible.
03/17/2000	Bethesda	20816	Cable/TV Mont	Upgraded with no watchable channels. CTM says crediting for 6 weeks outage, but there has been no improvement in service. Gets multiple explanations as to cause of problem. He knows entire condo, 400+ units, have same problem, but problem not outside condo community (Sumner Village)
03/17/2000	Potomac	20854	Cable/TV Mont	Got notice of construction. Box near PEPCO box. Could be better placed 5 feet further on other side where it would be screened by trees and out of lawn mowing area. Box is now a line on law.
03/17/2000	Silver Spring	20917	Cable/TV Mont	On Wednesday digging started in front yard. It was CTM. Sub got no notice of construction.
03/17/2000	Wheaton	20902	Cable/TV Mont	Line disconnected on 3/15 by persons unknown. Reported to cable company. Appointment for 6/10 and CTM came at 5:00 p.m. Child at house wouldn't let them in because parent not home. Disconnection is outside house.
03/20/2000	Montgomery Village	20886	Cable/TV Mont	Can't get their answering system and menu to report that side of house was damaged during reinstallation. Cable wire is exposed - unsightly. CTM promised to fix in February 1999.



<i>Complaint Date</i>	<i>City</i>	<i>ZIP</i>	<i>Company</i>	<i>COMMENT</i>
03/21/2000	Silver Spring	20904	Cable/TV Mont	No network TV channels for 4.5 months. Wants substantial refund from November 15 when problem began. So far only given 1 1/2 months credit. UPDATE 5/15 FROM SUB PICS STILL NOT GOOD, BETTER THAN BEFORE BUT ONLY 75% OF QUALITY HE HAD PRIOR TO UPGRADE
03/23/2000	Kensington	20895	Cable/TV Mont	Cable unburied since installation in December in backyard. Called three times. No one shows up or responds to calls.
04/14/2000	Silver Spring	20902	Cable/TV Mont	SUB CALLED TO COMPLAIN THAT CTM ASKED IF THEY COULD MOVE SMALL PED HIDDEN BY BUSH TO ANOTHER LOCATION. HE SAID NO BUT CAME BACK YESTERDAY AND FOUND LARGER BOX IN NEW LOCATION. HE FEELS LOCATION IS DANGEROUS. NEIGHBOR SAYS BOX IS OUTSIDE OF EASMENT.
04/17/2000	Rockville	20852	Cable/TV Mont	Wants Chaddsbury subdivision pedestals screened. They are ugly, used to be small and not abtrusive. Now big and ugly - please develop plan for natural screening. Hates down grade charge, wants CTM rep at homeowners association meeting. Phones are bad to call in.
04/18/2000	Chevy Chase	20815	Cable/TV Mont	Since 3/23 pictures deteriorate from fuzzy to total snow on all channels. Below 1Z. CTM tech fixed for one day. Different people tell him different excuses about cause of problem. Someone came to survey her house.
04/18/2000	Silver Spring	20902	Cable/TV Mont	Sub have box in front of house and wires exposed. Cover not on properly. This has been in disarray for months. Very bad - afraid children will get into to it. Do not want to be approached by any cable personnel, very dirty person knocked on his door and said they wanted to dig in her yard. COMPLAINT UPDATE - CTM LETTER IS NOT CORRECT. PEDESTAL IS NOT REPLACED AND RESTORATION IS NOT COMPLETE. THE CUSTOMER HAS REQUESTED THAT THIS CASE REMAIN OPEN. CASE UPDATE ON 07/25/2000 - CTM LETTER IS NOT CORRECT, PEDESTAL IS NOT REPLACED, RESTORATION IS NOT COMPLET - CASE IS TO REMAIN OPEN BY CUSTOMER AGENT.
04/19/2000	Derwood	20855	Cable/TV Mont	Tearing up front lawn with no notice about 1 month ago. No restoration, also calling for neighbors at 16131 an 16129
04/19/2000	Silver Spring	20906	Cable/TV Mont	Big hole in front yard. 4' x 10' want if filled and seeded.
04/19/2000	North Potomac	20878	Cable/TV Mont	See attached letter.
04/21/2000	Rockville	20850	Cable/TV Mont	MS. MARCHAK STATED THAT CABLE GOING TO NEIGHBOR'S HOME HAS BEEN BLOCKING HER DRIVEWAY SINCE 4/3 PREVENTING THEM FROM MOVING THEIR RV. CTM WAS CALLED ON 4/3 BUT NOTHING HAS HAPPENED. PEPCO CAME AND FIXED SOME PROBLEM WITH THEIR CABLE PROMPTLY. NOTE: LISTER CALLED P. BAUCUM ON THIS.
04/21/2000	Silver Spring	20904	Cable/TV Mont	SEE ATTACHED EMAIL TO COUNTY EXECUTIVE DATED 4/6/00 DESCRIBING PROBLEMS GETTING CABLE REPAIRED AFTER BEING CUT BY PLUMBING CONTRACTOR. NOTE CECC 2254-0. SERVICE HAS BEEN RESTORED BY USE OF A TEMP BUT THEY WERE OUT OF SERVICE FOR OVER A WEEK.

<i>Complaint Date</i>	<i>City</i>	<i>ZIP</i>	<i>Company</i>	<i>COMMENT</i>
05/02/2000	Potomac	20854	Cable/TV Mont	NEW POWER SUPPLY APPEARED WITHOUT ANY NOTICE ON 4/27. C/ CALLED PEPSCO WHO SAID CABLE TOLD THEM TO PUT IT THERE. C/ FEELS CTM SHOULD HAVE TRIED TO FIND SOME ACCOMODATION. WALLACE BELL DID RETURN PHONE CALL BUT THEY HAVE BEEN UNABLE TO CONNECT.
05/05/2000	Olney	20832	Cable/TV Mont	SUB STATED THAT HE HAS HAD A TEMP DROP? CABLE SINCE 8/99 AND HE HAS BEEN CALLING CTM EVERY MONTH ASKING THEM TO BURY THE CABLE. ON 5/1 SOMEONE CUTTING GRASS CUT THE CABLE AND HIS SERVICE. CTM CAME OUT ON 5/4 AND PLACED ANOTHER TEMP CABLE. SUB WANTS CABLE BURIED.
05/05/2000	Potomac	20878	Cable/TV Mont	SUB HAD COUNTY COMPLAINT 10/15/99 ABOUT RECEPTION PROBLEM. PROBLEM WAS MITIGATED (BUT NOT ELIMINATED) ABOUT 4/20 WITH THE USE OF TEMP CABLE ACROSS HIS & NEIGHBORS PROPERTY. HE WANTS TEMP BURIED. HE EMAILED THE COUNTY EXECUTIVE ON 4/21/00 (CECC 1298-0).
05/08/2000	Germantown	20874	Cable/TV Mont	Cable above ground since 10/99. Also picked up box and remote but still being billed. Bill paid by mother - Fran Kennedy - 301-831-4677, 21361 Bean Den Road, Frederick, MD 21701. Been calling CTM several times - been told would be taken care of - but it was not.
05/08/2000	POOLESVILLE	20837	Cable/TV Mont	SEE ATTACHED LETTER DATED APRIL 20, 2000 TO CTM COMPLAINING OF THE MANY CALLS ABOUT AN EXPOSED CABLE SINCE 3/9/00. ON MAY 5 MS. STREET LEFT LISTER A MESSAGE SAYING THAT HER CABLE WAS ALSO OUT.
05/09/2000	Silver Spring	20910	Cable/TV Mont	Temp over a month
05/09/2000	Montgomery Village	20886	Cable/TV Mont	SUB IS HANDICAPPED AND JUST HAD HIP REPLACED. A TEMP DROP WAS PLACED ACROSS PUBLIC WALK WAY LAST WEEK AND IT IS HIS ONLY WAY TO ACCESS HIS CAR. IT IS AN AREA NOT LIGHTED AT NIGHT AND OTHER HAVE ALREADY TRIPPED OVER IT. TEMP DROP APPARENTLY GOES TO 18620.
05/10/2000	Burtonsville	20866	Cable/TV Mont	Had service since 4/21/2000, repairmen came to Drop and Line. Finally, problem was found several blocks away on 5/2, not fixed yet - maybe 5/21.
05/12/2000	Olney		Cable/TV Mont	Customer was unsuccessful in contacting CTM on phone to report damaged cable box. Customer is claiming that he was not informed of CTM upgrade. Want to make sure his yard is not damaged due to upgrade installation.
05/15/2000	Gaithersburg	20879	Cable/TV Mont	SEE ATTACHED EMAIL RECEIVED5/8/00 ABOUT TEMP CABLE SINCE 2/17/00
05/15/2000	Potomac	20854	Cable/TV Mont	Customer says CTM broke his automatic sprinkler, wants reimbursement of \$114.00 for repairs, repair bill sent to Bill Hysell with letter.
05/15/2000	Rockville	20852	Cable/TV Mont	On 3/30 CTM laid temporary feeder cable , called CTM several times. Property Manager, Tom Johnson, 201-770-5264 is concerned that elderly persons could trip.
05/15/2000	Potomac	20854	Cable/TV Mont	Customer lives in an area with expensive landscaping and have objected to CTM placing unsightly box in P.U.E. on his property. Customer planted boxwoods at his expense around CTM box after CTM said it would not be moved. The boxwoods were trampled and destroyed after 1st CTM service call to the box.

<i>Complaint Date</i>	<i>City</i>	<i>ZIP</i>	<i>Company</i>	<i>COMMENT</i>
05/18/2000	Rockville	20853	Cable/TV Mont	Restoration not adequate around PED, Ron Hall given info.
05/18/2000	Olney	20832	Cable/TV Mont	SEE ATTACHED EMAIL DATED 5/16/00 DESCRIBING PROBLEMS (OUTAGES?, PHONES, PED MISSING TOP.
05/18/2000	Rockville	20854	Cable/TV Mont	Customer does not have cable, CTM cut her driveway 10 years ago during installation and wants to avoid the same problem during the upgrade. CTM should notify customer in advance if/when it is necessary to damage her driveway.
05/18/2000	Wheaton	20996	Cable/TV Mont	On 4/26 changed out box in front of home and all channels went fuzzy - lost all premiums. On 5/5 sub called and CTM scheduled a visit for 5/11. Technician arrived and said that the signal was weak (-4) to sets of drop to street, did not have a key to open. Changed out ground block, nothing changed. CTM technician would be out on 5/15 with key but did not happen.
05/19/2000	Silver Spring	20906	Cable/TV Mont	SNOWY CHANNELS SINCE ABOUT 3/19. OVER 20 CALLS TO CTM COMPLAINING AND EACH TIME WAS TOLD THEY WOULD NOT SEND TECH SINCE PROBLEM WAS DUE TO UPGRADE. TECH FINALLY CAME OUT ON 5/12 AND WAS TOLD NEIGHBOR HAS SIMILAR PROBLEM. SUB ALSO REPORTED DROP CABLE SINCE 1993 IS HANGING IN TREE AND TWISTED. ALSO CTM QC CALLED TO ASK ABOUT TECH PERFORMANCE AND WHEN ASKED WHAT THEY WOULD DO WITH A NEGATIVE COMMENT WAS TOLD HE COULD DO NOTHING.
05/21/2000	Brookville	20833	Cable/TV Mont	FIX POOR CONSTRUCTION. TOM CASEY HAS NOT RESPONDED TO THE PHONE CALL.
05/22/2000	Damascus	20872	Cable/TV Mont	Customer said that on 8/99 CTM damaged his driveway during construction and have promised but never performed construction repairs. At one point, CTM denied causing the damage to the driveway. After promising to restore the driveway CTM have done nothing
05/23/2000	Potomac	20878	Cable/TV Mont	Consumer is not a CTM subscriber. CTM sub-contractors appeared without prior notice or explanation and replaced small pedestals with larger boxes. Sub-contractor could not show any permits, plans or authority for this incursion onto the consumer's property. Consumer want the old size boxes replaced or no boxes at all on his property.
05/25/2000	Germantown	20876	Cable/TV Mont	PLEASE READ LETTER FROM CUSTOMER. PROBLEMS WITH UNBURIED CABLE, UNSUCCESSFUL REPAIR EFFORTS, SUPERVISOR DO NOT RETURN CALLS, END PREMIUM SERVICE.
05/30/2000	Rockville	20852	Cable/TV Mont	CUSTOMER HAD MID ATLANTIC CABLE SHOW UP AND STARTED CONSTRUCTION. NO PRIOR NOTICE. SUBCONTRACTORS HAD POOR ATTITUDE WHEN ASKED FOR AUTHORITY TO DO DAMAGE TO PROPERTY
05/30/2000	Rockville	20850	Cable/TV Mont	CUSTOMER OBJECTS TO UPGRADE CONSTRUCTION WITHOUT ANY NOTICE. ALL OF A SUDDEN NEW LARGER BOXES IN HER FRONT YARD. WHY NO NOTICE? WHY NECESSARY TO FURTHER RUIN APPEARANCE OF HER FRONT YARD?
05/30/2000	Rockville	20850	Cable/TV Mont	NO NOTICE OF CONSTRUCTION GIVEN TO CUSTOMER, UPSET ABOUT LARGER BOX POORLY PLACED.

<i>Complaint Date</i>	<i>City</i>	<i>ZIP</i>	<i>Company</i>	<i>COMMENT</i>
06/07/2000	Silver Spring	20903	Cable/TV Mont	C/ IS NOT A SUBSCRIBER BUT UTILITY POLE IS IN HER FRONT YARD. ON 6/1 (AND IN THE PAST) TECHS HAVE USED LADDER RATHER THAN BUCKET TRUCK TO SERVICE EQUIPMENT. ON 6/1 TECH RUINED BUSHES (ACUBA) WHICH C/ HAD PLANTED TO BEAUTIFY HER YARD.
06/07/2000	Potomac	20854	Cable/TV Mont	SUB HAD PROBLEM WITH RECEPTION AND TECH CAME OUT ON 6/6 AND INSTALLED A TEMP DROP, WHICH IMPROVED RECEPTION. SUB TRIED TO FIND OUT WHEN TEMP WOULD BE BURRIED BECAUSE HE WANTS TO BE THERE. HE IS CONCERNED THAT HIS DRIVEWAY AND YARD NOT BE DAMAGED LIKE SEVERAL OF HIS NEIGHBORS.
06/12/2000	Brookeville		Cable/TV Mont	CABLE LAYING ON TOP OF LAWN AND ACROSS DRIVEWAY.
06/12/2000	Potomac	20854	Cable/TV Mont	CONSTRUCTION, WIRE ON TOP OF LAWN ACROSS DRIVEWAY - 16TH IS EARLIEST BURIAL, PEOPLE TRIPPING, LAWN DAMAGE
06/13/2000	Olney	20832	Cable/TV Mont	C/ HAS HAD CONSTRUCTION FOR ABOUT 2 MONTHS SINCE NEW BOX HAS BEEN INSTALLED. TEMP CABLE HAS BEEN THERE FOR A LONG TIME. LOTS OF EQUIPMENT ALSO. NEIGHBOR AT 17222 MACDUFF AVE HAS HAD TEMP CABLE SINCE NOVEMBER.
06/14/2000	Potomac		Cable/TV Mont	C/ STATED THAT FIRST CREW LEFT TERRIBLE MESS WHEN THEY INSTALLED NEW POWER SUPPLY?, SECOND CREW (TELECOMMUNICATIONS) DID RESPECTIBLE JOB BUT SAID THEY COULD NOT BE RESPONSIBLE FOR FIRST CREW. COUNTY INSPECTOR RON HALL ASKED TO LOOK AT
06/15/2000	Potomac	20854	Cable/TV Mont	CUSTOMER GOT NOTICE OF COMING CONSTRUCION, CUSTOMER THEN LED CONSTRUCTIONS LINES WITH BLUE WIRE FLAG AS REQUESTED IN CTM DOOR HANGER NOTICE. CTM CAME TO HOUSE, TRENCHED FROM PEDESTAL TO PEDESTAL AND BEYOND AND DAMAGED SPRINKLER SYSTEM IN THE PROCESS. CTM DENIED EVER BEING THERE TO DO CONSTRUCTION. ABOUT 1/3 OF THE SPRINKLER SYSTEM NOW WOULD NOT WORK. CUSTOMER CALLED CTM TO INFORM OF DAMAGE AND
06/15/2000	Gaithersburg		Cable/TV Mont	SEE ATTACHED LETTER DATED JUNE 13 COMPLAINING OF TEMP DROP SINCE MAY 17 AND THAT SUB USES HOME AS DAY CARE FACILITY.
06/16/2000	Potomac	20854	Cable/TV Mont	C/ OBJECTS TO NEW POWER SUPPLY BEING SO CLOSE TO DRIVEWAY - BELIEVES THERE ARE OTHER LOCATIONS THAT COULD BE USED. CASE UPDATE 07/21/2000 - CABLE BOX NEXT TO DRIVEWAY, COULD EASILY BE HIT IN THE WINTER. X. WILLIAMS FROM CTM HAS CONFIRMED THE BOX IS POORLY PLACED.
06/19/2000	Bethesda	20814	Cable/TV Mont	PROBLEM WITH INSTALLATION - CTM TRIED 3 TIMES IN MARCH TO INSTALL AND IN DOING INSTALLATION DAMAGED 3 WALLS BY PUNCTURING WITH SCREWDRIVERS, DAMAGES NOTED ON CTM INSTALLATION RECEIPT, NOW CTM IGNORES REQUESTS FOR RESTORATION, CUSTOMER NEED PROFESSIONAL REPAIRS ON 3 WALLS - CTM HAS KNOWN THIS SINCE APRIL AND DONE NOTHING, CUSTOMER HAD SOUND AND ONLY FAIR PICTURES, WANT BILL ADJUSTMENT.
06/20/2000	Rockville	20850	Cable/TV Mont	DELIVERY TRUCK PULLED OUT WIRE FROM HOUSE, CUSTOMER DRIVEWAY IS USED WITHOUT HER PERMISSION FOR LOST TRUCKS TO TURN AROUND, CUSTOMER REPORTED TO CTM ON MONDAY JUNE 19TH - CTM WOULD NOT SCHEDULE REPAIR .

<i>Complaint Date</i>	<i>City</i>	<i>ZIP</i>	<i>Company</i>	<i>COMMENT</i>
06/21/2000	Silver Spring	20904	Cable/TV Mont	SAW TRUCK WITH U.S.A. CABLE SIGN ON THE SIDE OF THE TRUCK, CALLED PHONE NUMBER ON TRUCK SIGN - NOT IN SERVICE, THIS CREW HAS BROKEN 2 WATER PIPES AND POORLY RESTORED SEVERAL DRIVEWAYS ON MERRIFIELDS DRIVE NEAR HIS HOUSE, HE IS WORRIED ABOUT DAMAGE TO HIS PROPERTY.
06/21/2000	Silver Spring	20902	Cable/TV Mont	DID NOT GET NOTICE OF CONSTRUCTION, DOES NOT SUBSCRIBE, UGLY COLOR, BOX COVER IS NOT LOCKED DOWN.
06/21/2000	Bethesda	20816	Cable/TV Mont	NO BROADCAST CHANNELS FOR 4 MONTHS, VERY ANGRY, PEOPLE THAT COME OUT DO NOT KNOW WHAT THEY ARE DOING.
06/22/2000	Potomac	20854	Cable/TV Mont	CABLE LYING IN FRONT OF HEDGE AT ABOVE ADDRESS, THIS UTILITY HAS BEEN OUT AND IDENTIFIED IT AS CTM CABLE, GOES UNDER DRIVEWAY AND APPEARS TO BE IN SERVICE AS ACTIVE PLANT.
06/22/2000	Sandy Spring		Cable/TV Mont	CUSTOMER IS CONCERNED ABOUT PLACEMENT OF NEW CABLE BOXES, BELIEVES BOXES ARE OUTSIDE PUE - (40' FROM CENTER OF THE ROAD IS COMBINED DISTANCE OF DOT, ROW AND PUE) . CUSTOMER GOT NO NOTICE OF CONSTRUCTION, SAW NO MISS UTILITY MARKING, HAS W.S.S.C. STURCTURE, STREET LIGHT AND NOW LARGE CABLE BOX.
06/26/2000	BROOKEVILLE	20833	Cable/TV Mont	SUB REPORTS POOR RECEPTION FOR HIM AND HIS NEIGHBORS AT 227 AND 225 BRINKWOOD ROAD SINCE MAY 2000. SNOWY, FUZZY, LINES ACROSS SCREEN. ALSO CABLE HAVE BEEN LAID ACROSS MANY DRIVEWAYS
06/28/2000	Rockville	20852		SUB REPORTS TEMP CABLE ACROSS HER DRIVEWAY SINCE MAY. COUNTY INSPECTOR ISSUED ALERT ON 5/15/00 AND REMINDER ON 6/14. ALSO SEE COMPLAINT #1018 OF 4/24/00.
06/29/2000	Darnestown	20878	Cable/TV Mont	CABLE IS RUNNING ACROSS DOE LANE ON TOP OF STREET, CARS AND TRUCKS MAKE IT MOVE, TV PICTURES GO OUT FREQUENTLY AND CTM WOULD NOT SEND SOMEONE OUT TO FIX. SEAN GORMAN OF CTM IS AWARE OF THE PROBLEM - AMONG OTHERS - BUT NOTHING GETS DONE AND CTM BILL AS THOUGH THERE WERE NO PICTURE PROBLEMS, THIS HAS GONE ON FOR 2-3 MONTHS.
06/30/2000	Potomac	20854	Cable/TV Mont	SEE ATTACHED LETTER DATED 6/29/2000
06/30/2000	Potomac	20854	Cable/TV Mont	SEE ATTCHED LETTER DATED 6/26/00
06/30/2000	Potomac	20854	Cable/TV Mont	NEW BOX REPLACED PED - PUT IN MIDDLE OF YARD - HE FEELS THERE ARE OTHER SPOTS IN HIS YARD WHICH WOULD BE LESS OFFENSIVE.
06/30/2000	Gaithersburg	20882	Cable/TV Mont	SEE ATTACHED LETTER RECEIVED 6/29/2000
06/30/2000	Potomac		Cable/TV Mont	TEMPORARY CABLE FOR 6 WEEKS - CALLED CTM 3 TIMES. CTM CAME OUT AND PROMISED IT WOULD BE FIXED-BUT HAS NOT. WIRE RUNS PAST 2 HOUSES AND ANOTHER STICKS OUT OF A BOX WITH NO TOP. C/ DOESN'T HAVE CABLE BUT IS CONCERNED THAT SOMEONE WILL BE HURT.

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06/30/2000	Rockville		Cable/TV Mont	NEW BOX ON 6/2/00 - @6:45am , UGLY, NO PRIOR NOTIFICATION, NO DOOR HANGER, REPLACED A PREVIOUS BOX NOT IN STRAIGHT. HAD SPOKEN WITH RICK TITUS. THIS PROPERTY WAS CHECKED BY CTC. DOUG BRUSCH SAID HE HAD SPOKEN WITH BILL HYSSELL WHO SAID SOMEONE FROM CTM WOULD CALL - THEY HAVE NOT, WANTS A NEW BOX.
07/03/2000	Damascus	20872	Cable/TV Mont	ABOUT 2 WEEKS AGO CTM STRUNG CABLE ACROSS PROPERTY AND HAS NOT BEEN BACK TO BURY CABLE ACROSS DRIVEWAY AND IT IS A SAFETY HAZARD. PED. IS NOT SECURELY CLOSED AND LOCKED. CALLED CTM - LEFT MESSAGES FOR TOM CHASE & TRINI ALMEDIA - NO RETURN CALLS. ALSO SAID CABLE CROSSING BACK OF DEVELOPMENT HAS BEEN THERE FOR ABOUT 8 MONTHS (BELLEHAVEN DRIVE). UPDATE 8/4/00 AND REOPEN SUB REPORTS STILL NOT TAKEN CARE OF.
07/05/2000	Potomac	20854	Cable/TV Mont	CTM CAME INTO CUSTOMER'S YARD - TOOK BULLET OUT AND REPLACED WITH BOX - PUT IN DRAINAGE SWALE - DUG UP FRENCH DRAIN, NO NOTICE GIVEN, MOVE BOX - IT IS UGLY - PUT IT BEHIND A NEARBY HILL - ALSO HE IS A SUB WITH BAD PICTURES FOR A LONG TIME.
07/07/2000	LAUREL		Cable/TV Mont	C/ CALLED CTM TO ARRANGE FOR INSTALLATION AFTER SEEING CONSTRUCTION OF FEEDER LINES. AN APPOINTMENT IN JUNE WAS NOT HONORED NOR WAS A PHONE CALL RECEIVED. THE SAME OCCURRED ON 7/3.
07/07/2000	Silver Spring	20910	Cable/TV Mont	BAD PICTURE SINCE UPRADE, CANNOT GET THROUGH TO CTM VIA TELEPHONE.
07/07/2000	Rockville	20853	Cable/TV Mont	CUSTOMER HAVE LARGER BOX ON PROPERTY, WOULD LIKE IT MOVED ELSEWHERE.
07/08/2000	Potomac	20854	Cable/TV Mont	NO WARNING OF BOX COMING, JUST APPEARED, VERY MUCH LARGER THAN EARLIER PEDESTAL AND UGLIER.
07/10/2000			Cable/TV Mont	SUB? REPORTS BAD RESTORATION. 7/25/00 Update See attached letter dated 7/13/00
07/10/2000	Gaithersburg		Cable/TV Mont	SUB CALLED ON 6/27 TO COMPLAIN ABOUT MESSY, DESTRUCTIVE DIGGING IN THE FRONT OF HER YARD. CONTRACTOR ATE LUNCH AND LEFT PIZZA BOX ON HER CAR AND COKE BOTTLE IN THE TREE. THE CREW WERE SAYING NASTY THINGS IN SPANISH - SUB UNDERSTANDS SPANISH. LISTER ASKED INSPECTOR TO LOOK INTO THE MATTER.
07/10/2000	Rockville	20853-3235	Cable/TV Mont	SEE ATTACHED LETTER TO COUNTY EXECUTIVE DATED 6/30/2000 COMPLAINING OF NEW BOX IN MIDDLE OF YARD AND ATTITUDE OF CTM PERSONNEL.
07/10/2000	Gaithersburg	20882	Cable/TV Mont	CONTRACTOR DIGGING FOR 2 WEEKS IN FRONT OF HIS HOUSE - MUD ALL OVER - CUT CABLE ON SATURDAY 7/8/2000.
07/11/2000	Bethesda		Cable/TV Mont	CUSTOMER STATES THE CABLE HAS BEEN ABOVE GROUND FOR 6 WEEKS AND INCLUDES HANGING IN TREE

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07/12/2000	Rockville	20830	Cable/TV Mont	SWATH OF DEAD GRASS APPEARED 1 OR 2 FEET FROM CURB RUNNING ALONG HANNON STREET LEADING TO BASSWOOD ON HIS CORNER LOT, CUSTOMER RECEIVED NO NOTICE OF PENDING CONSTRUCTION ACTIVITY.
07/12/2000	Bethesda		Cable/TV Mont	WIRES HANGING OUT OF PED AND MORE.
07/12/2000	Rockville	20851	Cable/TV Mont	CUSTOMER FENCED THE REAR OF HIS YARD, CTM ENTERED WITHOUT NOTICE OR PERMISSION AND MESSED UP FLOWER BEDS, LEFT CABLE ABOVE GROUND, LOOPED THE CABLE WIRE THROUGH TREE AND OVER FENCE, CTM WAS CALLED AND SEEMED UNCONCERNED, PROBLEM EXISTED FOR 3 DAYS, NO RESPONSE FROM CTM.
07/12/2000	Derwood	20855	Cable/TV Mont	CABLE ON TOP OF LAWN IS LIVE, NOT CONNECTED TO UNDERGROUND.
07/13/2000	Potomac	20854	Cable/TV Mont	SEE ATTACHED LETTERS TO MID ATLANTIC CABLE FROM SUB/C? COMPLAINING OF DAMAGE AS A RESULT OF CUTTING WSSC LINE AND RESPONSE FROM MID ATLANTIC CABLE'S ATTORNEY DENYING RESPONSIBILITY. Reopen 1/5/01 See letter dated 12/29/00 stating that issue has not been resolved in spite of Comcast closure letter dated 11/9/00
07/17/2000	Ashton	20861	Cable/TV Mont	AN EARLY JUNE UPGRADE LEFT CABLE STRETCHED ON BRINKWOOD ROAD FOR ABOUT 100 FEET. CTM SERVICE IS LOUSY, CABLE WIRE OVER MANY DRIVEWAYS, PEDESTALS ARE OPEN, PICTURES ARE VERY BAD YET BILLS CONTINUE.
07/19/2000	Silver Spring	20906	Cable/TV Mont	CUSTOMER TOLD CTM SHE HAD BAD PICTURES EVERY DAY UNTIL 8:00PM ON 7/13. IT HAS NOT STOPPED BEING BAD SINCE 7/13. CABLE LINES ALSO MESSED UP THE BACK YARDS OF ALL THE TOWNHOUSES. CABLE LINES WERE LEFT ON TOP OF THE GROUND. THE AREA IS DAMAGED AND NOT CLEARED OR RESTORED.
07/19/2000	Bethesda	20817	Cable/TV Mont	CTM SUBCONTRACTORS WERE WORKING IN THE AREA, MAKING A LOT OF NOISE, CARELESS, SLOPPY, DID NOT APPEAR TO BE SUPERVISED. CUSTOMER IS EXPERIENCING PICTURE OUTAGE FOR ABOUT TWO WEEKS.
07/21/2000	Rockville	20906	Cable/TV Mont	CUSTOMER CALLED CTM TO SUPPORT OTHERS ON HER STREET COMPLAINING ABOUT CABLE LYING ON THE TOP OF THE GROUND. THIS IS VERY DANGEROUS, PEOPLE ARE TRIPPING AND WANT TO KNOW WHEN IT'S GOING TO BE MOVED.
07/21/2000	Germantown	20876	Cable/TV Mont	CTM INSTALLED A NEW LARGER BOX ON A SLEDDING HILL ON A COMMUNITY PLAYING FIELD. CUSTOMER IS OF THE BELIEF THAT KIDS WILL HIT IT WHEN SLEDDING OR PLAYING. IF IT IS MOVED ABOUT 22' IT WILL BE OUT OF HARM'S WAY AND BEHIND A FENCE, OTHERWISE SOME KID MIGHT BE INJURED. CUSTOMER WAS GIVEN THE NAME OF XAVIER WILLIAMS AT CTM WHO IS LOOKING INTO THIS MATTER.
07/21/2000	COLESVILLE	20904	Cable/TV Mont	CABLE CREW BY THE NAME OF MASTEC, WITH MICHIGAN PLATES, DID PARTIAL RECONSTRUCTION THEN DISAPPEARED. THE CONSTRUCTION CREW LEFT WORK UNDONE, HALF FINISHED, LOOKED TERRIBLE, COVERS LEFT OFF BOXES, WIRES ON TOP OF STREET AND LAWN, SERVICE OUT INTERMITTENTLY.



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07/21/2000	BROOKEVILLE	20833	Cable/TV Mont	ON JUNE 27 CUSTOMER CALLED CTM AND REQUESTED SERVICE, CTM TECHNICIAN CAME, WALKED AROUND, SAID OVER 400' AND WOULD GET BACK TO CUSTOMER - NO FOLLOW UP DONE - 2ND APPOINTMENT WITH INSTALLER, TO GET ANSWERS AND COST ESTIMATE - HAD NO SHOW (TOM CHASE).
07/21/2000	Silver Spring		Cable/TV Mont	CUSTOMER EXPERIENCED OUTAGES FOR THE PAST 4 DAYS. THE OUTAGES WERE REPORTED TO CTM. CTM TOLD THE CUSTOMER TO STAY AT HOME IF NEIGHBORS HAVE THE SAME PROBLEM. CUSTOMER WANTS TO KNOW WHY CTM WANTS HIM TO STAY AT HOME.
07/21/2000	Olney	20854	Cable/TV Mont	FREE TRANSFER FROM 1 COMPUTER TO ANOTHER FOR CTM/EXPRESS NET ON DECEMBER 3rd, (VALUE \$85.75) WAS PROMISED BUT NEVER GIVEN. CTM CONTINUES TO BILL CUSTOMER. FREE INSTALLATION WAS PART OF THE OFFER.
07/21/2000	Potomac	20854	Cable/TV Mont	CUSTOMER'S CABLE WAS CUT BY CTM TECHNICIANS. CTM FIXED IT BUT LEFT THE CABLE ABOVE THE GROUND. THE CUSTOMER CALLED CTM ABOUT 6-7 TIMES BUT NONE OF HIS CALLS WERE RETURNED. JUST ASSURANCES WERE MADE BY CTM. CUSTOMER IS NOT WILLING TO PAY BECAUSE OF POOR SERVICE.
07/21/2000	Silver Spring	20902	Cable/TV Mont	CABLE LINE DOWN IN YARD SINCE JUNE 11, CALLS CTM WEEKLY, NO ONE EVER COMES, NO RECORD OF CALLS THEN TOLD IN COMPUTER, NO SUPERVISORS AVAILABLE, POOR PERFORMANCE.
07/21/2000	COLESVILLE		Cable/TV Mont	SIX WEEKS AGO CTM DUG UP CUSTOMER'S LAWN, CTM DID A LOUSY BACKFILL AND RESTORATION. 270 SQUARE FEET OF OPEN DIRT, NEED SOD BECAUSE WATERING IT DOES NO GOOD. COMPLAINT UPDATE 8/1/2000: CTM HAS NOT RESTORE CUSTOMER'S LAWN. CUSTOMER WANTS LAWN RESODDED BEFORE GROWING SEASON ENDS. SHOULD CUSTOMER HIRE OUTSIDE CONTRACTOR AND SEND CTM THE BILL? PLEASE RESPOND ASAP, NOW IS THE GROWING SEASON.
07/26/2000	Rockville	20853	Cable/TV Mont	SEE LETTER TO CTM AND COUNTY EXECUTIVE DATED 7/15/2000 REGARDING BURIAL OF DROP CABLE.
07/26/2000	Olney	20832	Cable/TV Mont	SEE LETTER FROM COUNCILMEMBER SILVERMAN ABOUT DIGGING AND LACK OF RESTORATION.
07/27/2000	Silver Spring	20906	Cable/TV Mont	ABOUT 1 YEAR AGO CABLE WAS CUT, FOR SEVERAL MONTHS IT WAS NOT REPAIRED, ON 5/4. CTM CAME IN AND PUT IN TEMPORARY LINE ACROSS FISKE DRIVE. CABLE WAS LAYING ON THE STREET, CTM SAID THEY WOULD BE BACK TO BURY THE CABLE, NOW IT IS 7/27 AND CABLE UNBURIED SINCE 5/4 - MS. FACHS HAS FILED THIS COMPLAINT ON BEHALF OF FATHER WHO NOW IS INCAPACITATED, SHE LIVE AT HIS HOUSE.
07/28/2000	Potomac	20854	Cable/TV Mont	SEE ATTACHED LETTER FROM COUNCILMEMBER SILVERMAN'S OFFICE, CITIZEN COMPLAINING OF NEW, LARGER, PEDESTAL IN THE MIDDLE OF HIS LAWN.
07/31/2000	Silver Spring	20906	Cable/TV Mont	MS. DEANGELIS IS A REPRESENTATIVE OF THE COMMUNITY'S HOME OWNERS ASSOCIATION AND CALLED ABOUT A TEMPORARY CABLE AT HOMECREST AND HYDRESS THAT HAS BEEN THERE FOR OVER 4 MONTHS. AN INSPECTION ALERT WAS ISSUED ON THE ON 6/7/00



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07/31/2000	Bethesda	20817	Cable/TV Mont	CABLE LINE ON THE GROUND BETWEEN CUSTOMER'S HOUSE AND NEIGHBOR. PROMISED IT WOULD BE BURIED IN 1 WEEK BY CTM, NOW OVER 4 WEEKS AND COUNTING.
08/02/2000	Rockville	20852	Cable/TV Mont	AFTER OUTAGES CTM CAME OUT AND APPARENTLY PUT DOWN A TEMPORARY CABLE (CTM WORK ORDER 1786097). SUB BELIEVES THAT THIS SHOULD BE BURIED PROMPTLY.
08/06/2000	Silver Spring	20904	Cable/TV Mont	SEE CUSTOMER'S LETTER ON 08/02/2000 NOTING FIRE CAUSED BY SUB-CONTRACTOR (WORKING FOR CTM?) AND MUCH MORE DAMAGES.
08/07/2000	Chevy Chase	20815	Cable/TV Mont	ON 7/01 CUSTOMER CALLED TO REPLACE TEMP CABLE PUT DOWN ON 6/30 TO IMPROVE SIGNAL (WHICH IT DID) MANY CALLS BUT NO ACTION.
08/07/2000	Gaithersburg	20878	Cable/TV Mont	CONTRACTORS TOOK UP SOD ON 8/6/00 AND NOW HAVE BAD RESTORATION. VEHICLES HAD NO ID.
08/07/2000	Damascus		Cable/TV Mont	07/21/2000 CTM CUT CUSTOMER'S PHONE LINE, PICTURES ON SERVICE ARE UNWATCHABLE, MANY CALLS AND VISITS FROM TECHNICIAN DID NOT IMPROVE PROBLEMS.
08/08/2000	Chevy Chase		Cable/TV Mont	CTM HAS PROMISED TO BE OUT BUT HAS NOT.
08/08/2000	Potomac	20854	Cable/TV Mont	READ ATTACHED LETTER FROM PROPERTY OWNER ALLEGING DAMAGE TO LAWN BY CTM TRUCK ON JUNE 30, 2000.
08/09/2000	Silver Spring		Cable/TV Mont	SEE LETTER DATED 07/27/00 FROM Delegate Dana Dembrow ABOUT CONSTRUCTION PROBLEMS AFFECTING SEVERAL CITIZENS. CC SUE REINHOLD, GM COMCAST.
08/10/2000	Potomac	20854	Cable/TV Mont	See attached letter dated 8/5/00 to Rodney Winegardner of CTM regarding promise to reimburse sub for damage to his sprinkler system by CTM in December 1999.
08/10/2000	Gaithersburg	20874	Cable/TV Mont	8/10/2000 - STILL NOT FIX/RESTORED, KILLED A PLANT - ONGOING FOR 7 YEARS, TWICE A YEAR, RECENTLY 4 TIMES IN 1 MONTH - ON 8/4 DUG UP AGAIN (3RD TIME IN 1 MONTH). SEE LETTER OF 08/09/2000 FROM COUNCIL MEMBER DACEK'S OFFICE. UPDATE 9/19/00 C/ reports that someone came out around 9/1 but did not restore properly. C/ fixed one side of yard herself leaving other side to Comcast. Coiled up cable is also still above ground
08/15/2000	Gaithersburg	20878	Cable/TV Mont	SEE CUSTOMER'S EMAIL DATED 8/15/2000 complaining about temporary cable which he cut while mowing his lawn.
08/17/2000	NORTH POTOMAC	20878	Cable/TV Mont	NO CABLE FOR 3 DAYS, CABLES ON THE GROUND, NO INFORMATION FROM CSR. FIRST APPOINTMENT NOT UNTIL 8/21.
08/17/2000	Potomac	20854	Cable/TV Mont	PEDESTAL IN OPENED CONDITION BETWEEN 10718 AND 10800 GAINSBROUGH ROAD, SEEMS HAZARDOUS ATTRACTION TO CHILDREN AND SCHOOL STARTS VERY SOON - KIDS WILL BE WALKING.

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08/18/2000	Burtonsville		Cable/TV Mont	CUSTOMER HAS A LARGE HUMP IN HIS DRIVEWAY - CRACKS. Update 12/18/00 Sub stated that Comcast came out and pictures are better but not as good as they should be. And restoration is still not adequate
08/18/2000	Silver Spring		Cable/TV Mont	CUSTOMER AND 2 NEIGHBORS AT 1920 AND GRAYLAKE HAVE CABLE LINES RUNNING ACROSS LAWN AND DRIVEWAYS, LAWN CANNOT BE MOWED, CARS TRAVEL OVER CABLE, THIS HAVE GONE UNBURIED FOR 2 OR MORE MONTHS. COMPLAINT UPDATE!! 10/11/2000
08/21/2000	Silver Spring	20901	Cable/TV Mont	CABLE SEEMS TO SAG EXCESSIVELY ON POLES IN FRONT OF HOUSE ON EAST MELBOURNE AVENUE.
08/21/2000	WEST BETHESDA	20817	Cable/TV Mont	IN JULY ALL STATIONS GOT SNOWY - CALLED 2ND TIME - WAIT A LITTLE LONGER - CAME BACK FROM VACATION - STILL SNOWY ON ALL STATIONS, WHEN WILL IT BE FIXED?
08/23/2000	Silver Spring	20905	Cable/TV Mont	CABLE OUT 8/17 AFTER WORKERS IN BOX IN FRONT YARD, CALLED CTM - CTM SAID THEY WOULD SEND SOMEONE OUT, NO ONE CAME TO THE HOUSE, THEN CALLED AND MADE SECOND PROMISED HOUSECALL, ANOTHER NO SHOW, THIRD CALL WAS 8/23, CTM SAID LOST LAST WORK ORDER, WOULDN'T LET CUSTOMER TALK TO SUPERVISOR - AND NOW SCHEDULED FOR FRIDAY 8/25 - NO CABLE FOR 7 DAYS.
08/24/2000	Rockville		Cable/TV Mont	SEE LETTER FROM CITY OF ROCKVILLE DATED 8/24 ENCLOSING NOTES FROM AN 8/24 EMAIL WHICH DESCRIBES AN INCIDENT WITH CTM TRUCH #392.
08/24/2000	Silver Spring	20901	Cable/TV Mont	SEE LETTER DATED 8/24/2000 DESCRIBING DIFFICULTIES IN GETTING TEMPORARY CABLE BURIED SINCE MARCH 2000.
08/27/2000	Silver Spring	20906	Cable/TV Mont	CTM SHOT AN UNDERGROUND HOLE ABOVE CUSTOMER'S 2000 GALLON OIL TANK PLUS MADE A BIG MESS. DID NOT RETURN NUMEROUS PHONE CALLS - DESIREE GEARY WAS CALLED - ALSO MARCELLA, DARLENE - ALL DID NOT RETURN CALLS. CUSTOMER WANTS ON RECORD THAT CTM PUT HIM AT RISK IN CASE TANK LEAKS WHEN REFILLED FOR WINTER HEATING SEASON.
08/30/2000	Gaithersburg	20882	Cable/TV Mont	SEE EMAIL DATED 08/25/2000 WHICH DISCUSSES DAMAGE TO HER AND NEIGHBORS' PROPERTY INCLUDING CUTTING THE PHONE LINES.
08/31/2000	Potomac	20854	Cable/TV Mont	UPGRADE CONSTRUCTION IN FRONT OF HOUSE STARTED 2 MONTHS AGO, JOB IS 90% DONE BUT PROPERTY HAS NOT BEEN RESTORED. AN AREA 4' x 3' IS IN NEED OF SOD TO MATCH APPEARANCE OF SURROUNDING LAND.
09/07/2000	Burtonsville		Cable/TV Mont	ON OR AROUND 9/5/2000 CTM CONSTRUCTION CREWS WENT BEHIND THIS ADDRESS (PROPERTY ON CORNER) AND DUG UP LAND AND DID NOT PROPERLY RESTORE IT. CUSTOMER WOULD LIKE PROPER AND FULL RESTORATION A.S.A.P. ALSO DAMAGE TO THE COMMON PROPERTY FURTHER DOWN.
09/13/2000	Germantown		Cable/TV Mont	NEW FLOW LINE PUT DOWN IN FRONT OF YARD, WORKMEN JUST THREW STRAW AND SEED ON GRASS AND LEFT, THERE ARE 4' TO 6" DEEP WHEEL RUTS IN FRONT LAWN/COUNTY EASEMENT AND HOLES. THIS SHOULD BE ROLLED AND/OR FILLED AND THEN SEEDED.

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09/13/2000	Bethesda	20817	Cable/TV Mont	CUSTOMER HAS LOW WIRE ACROSS THE STREET, HITS GARBAGE TRUCKS. NOT PEPCO OR VERIZON, CTM SAID IT WAS THEIRS AND WOULD GET AROUND TO IT, THIS WAS THREE MONTHS AGO.
09/13/2000	Montgomery Village	20886	Cable/TV Mont	VERY NEAR THIS ADDRESS, ON A PATH THAT LEADS TO STEDWICK ELEMENTARY SCHOOL, THERE IS A CABLE BOX TOTALLY OPEN WITH WIRES EXPOSED AND ALSO CABLE LAYING ON TOP OF THE GROUND. THIS IS AN ATTRACTIVE MENACE TO SMALL CHILDREN.
09/13/2000	Germantown	20874	Cable/TV Mont	MID ATLANTIC CABLE TRUCKS ALL OVER NEIGHBORHOOD, WYNNFIELD DRIVE, CHURCHILL VILLAGE SOUTH, UNDERGROUND DOG FENCE BROKEN BY SHOVEL, LEFT BOX WITH GREEN COVER BROAD BAND CHANNEL COMMERCIAL CORP. CARSON IND. OTHERS IN NEIGHBORHOOD DAMAGED - FLOODS - WSSC WATER LINES CRACKED 5/29/2000. FENCE COST \$70 TO FIX.
09/13/2000	ASPEN HILL	20906	Cable/TV Mont	ON OR ABOUT 9/5/2000 THE FRONT YARD OF THIS HOMEOWNER WAS DAMAGED (TIRE RUTS, UNFASTENED COVER PLATES, ETC.) BY A DUAL WHEEL TRUCK - LIGHT COLOR, WORKING ON A BOX MARKED "BROAD BAND" - THE PLATES AROUND THE BOX AND YARD WERE NOT PROPERLY REFASTENED/SECURED.
09/13/2000	Silver Spring	20906	Cable/TV Mont	CTM DAMAGED CUSTOMER'S ALUMINUM SIDING DURING A SERVICE CALL AND AGREED TO REPAIR/RESTORE, CTM SERVICE PEOPLE CAME OUT (VIRTEK) IN MARCH AND SAID THEY WOULD GET SOME PROFESSIONALS TO FIX, VIRTEC GOT ACT SUBCONTRACTORS - MAY COME 2-3 MONTHS LATER IN JUNE - THEN NOTHING FURTHER HAPPENED - CUSTOMER FINALLY GOT TANGIE POLLIVER OF CTM TO HELP (301-294-7600 X7708) BUT PROGRESS HAS STOPPED.
09/15/2000	Rockville	20852	Cable/TV Mont	CUSTOMER HAD MISSED APPOINTMENT FOR INSTALLATION, FOUND OUT NO SERVICE UNTIL LINK FROM NODE IS DONE, BEING DELAYED FOR FALSE REASONS.
09/15/2000	Clarksburg	20871	Cable/TV Mont	1 MONTH AGO TRUCK BROKE CABLE DROP - CTM DID TEMP. HOOK UP ON TOP OF GROUND AND ACROSS DRIVEWAY - CUSTOMER WANTS TO RESURFACE DRIVEWAY.
				COMPLAINT UPDATE 12/27/2000 - CABLE STILL NOT BURIED.
				COMPLAINT UPDATE 12/07/2000 - A MONTH OF BAD PICTURES, CALLED COMCAST ON 11/8, STILL OUT ON 12/04, CABLE MAY BE BAD UNDER GROUND ON LAWN.
09/19/2000	Rockville	20852	Cable/TV Mont	SEE LETTER DATED 9/12/2000
09/19/2000	Chevy Chase	20815	Cable/TV Mont	SEE LETTER DATED 9/14/2000. THIS CASE WAS DISCUSSED WITH COMCAST GM, SUE REINHOLD ON 9/18/2000.
09/19/2000	Germantown	20874	Cable/TV Mont	TEMP CABLE STRETCHED ACROSS 3 YARD, R.O.W. DRIVEWAY SINCE AUGUST 29, 2000, BURIED ON THE 15TH OF SEPTEMBER, THEN DUG UP, NOW WILL BURY AGAIN IN 2 WEEKS, ALSO CUT HIS LINE, TOLD THEM NOT TO REDO UNTIL LINE COULD BE BURIED, THEY DID NOT LISTEN AND DID A TEMP ABOVE GROUND INSTALLATION DESPITE, CUSTOMER WANTS TO END HIS SERVICE UNTIL IT CAN BE BURIED PROPERLY . LILY JOHNSON TO CONFIRM WORK TO BE DONE.

<i>Complaint Date</i>	<i>City</i>	<i>ZIP</i>	<i>Company</i>	<i>COMMENT</i>
09/20/2000			Cable/TV Mont	WHILE CONTRACTOR WAS WORKING AT 9403 HE ENTERED /C'S BACK YARD ON 9/20 WITHOUT PERMISSION. CONTRACTOR TOOK SUB'S SHOVEL,DUG UP AND DISCONNECTED HIS CABLE AND LEFT. COMCAST SAID COULD NOT GET TO HIM for several days
09/20/2000	Chevy Chase	20815	Cable/TV Mont	ALONG ELLINGSON DRIVE BETWEEN 8034 AND 8030, WIRES HAVE BEEN LEFT LYING ON TOP OF GROUND FOR 3/4 WEEKS. CUSTOMER IS NOT CURRENTLY A CUSTOMER, FEELS THIS IS A DANGER TO OLDER WALKERS, CHILDREN, PEOPLE ON BIKES, PEOPLE MOWING LAWNS OR AT NIGHT, CALLED 4 TIMES TO COMCAST TO ASK FOR BURIAL, ONLY 1 CALL WAS RETURNED, TOLD WOULD BE DONE BY 18TH OF SEPTEMBER - TODAY IS THE 19TH.
09/25/2000	Germantown	20876	Cable/TV Mont	SEE EMAIL DATED 09/25/2000.
09/26/2000	Silver Spring	20906	Cable/TV Mont	SEE EMAIL DATED SEPTEMBER 22, 2000.
09/28/2000	Rockville	20852	Cable/TV Mont	PROBLEM SINCE MAY, 1 1/2 FEET OF CABLE STICKING OUT OF GROUND, CHILDREN MAY PLAY WITH IT, LAWN DAMAGED WHERE LINES WERE BURIED AND NOT RESTORED, NEED SEED AND STRAW AT LEAST.
09/28/2000	Boyd's	20841	Cable/TV Mont	TRUCKS TORE UP FRONT YARD, LEFT RUTS, WOULD NOT ACKNOWLEDGE OR FIX RUTS, THIS HAPPENED JUNE 19TH, WHITE BUCKET TRUCKS DID DAMAGE, ALSO TO NEIGHBOR.
09/28/2000	Potomac	20878	Cable/TV Mont	TEMP CABLE SINCE ABOUT 8/28/2000 CALLED COMCAST. Update 10/4/00 C/ called to say temp is still there
09/29/2000	Potomac	20854	Cable/TV Mont	WIRE LAYING ON TOP OF GROUND FOR 4 MONTHS, CALLED AT LEAST 12 TIMES, CHECK SERVICE HISTORY, MANY EXCUSES, NO ACTION, NO RETURN CALLS, PICTURES ARE OKAY. NOTE: WAS PREVIOUSLY COMPLAINT # 1817, DELETED BY ACCIDENT. COMPLAINT UPDATE: 10/11/2000 - CABLE STILL LAYING ACROSS, NOT UNDER, DRIVEWAY AFTER 4 MONTHS NOTICE TO CABLE COMPANY. MESSAGES LEFT ON THE ANSWERING MACHINE ARE NOT RETURNED.
09/29/2000	GAITHERSBURY	20878	Cable/TV Mont	NO NOTICE BEFORE THE DAY CONSTRUCTION BEGAN IN FRONT OF HOUSE, JUST DOOR HANGERS, NOTHING IN MAIL, VERY SLOPPY CONSTRUCTION, WATER MAIN WAS RUPTURED, MID-ATLANTIC WAS THE CONTRACTOR, CONCERN ABOUT RESTORATION WHEN CONSTRUCTION IS DONE.
09/29/2000	Gaithersburg	20878	Cable/TV Mont	NO NOTICE OF CONSTRUCTION GIVEN BEFORE CONSTRUCTION, ONLY PROMOTION OF NEW SERVICE, NO SIGNS ON TRUCK, NO ONE SPOKE ENGLISH.
09/29/2000	POOLESVILLE	20837	Cable/TV Mont	SEE LETTER DATED 08/25/2000. COMPLAINT UPDATE 10/17/2000 - SO FAR COMCAST HAVE DONE NOTHING TO ADDRESS OR RESPOND TO THE PROBLEM.
10/04/2000	Rockville		Cable/TV Mont	SEE LETTER FROM MARYLAND GENERAL ASSEMBLY SIXTEENTH DISTRICT DELEGATES REGARDING THIS PERSON RESTORATION AND TEMP CABLE.
10/04/2000	Boyd's	20841	Cable/TV Mont	SEE LETTER DATED 9/28/2000.

<i>Complaint Date</i>	<i>City</i>	<i>ZIP</i>	<i>Company</i>	<i>COMMENT</i>
10/04/2000	Derwood	20855	Cable/TV Mont	COMCAST/CTM LEFT CABLE ON TOP OF GROUND AND BOX IN DISSARRAY FOR OVER 2 MONTHS. IT IS NOW FINALLY BURIED BUT THEIR DELAY AND LACK OF RESPONSE TO REPEATED PHONE CALLS SHOULD BE ON THE RECORD.
10/04/2000	Germantown	20874	Cable/TV Mont	CUSTOMER MOVED INTO HOUSE LATE AUGUST, HAVE REPORTED AN OPEN CABLE BOX WITH WIRES STICKING OUT ALL OVER, CONNECTIONS ERODING, BOX IS LOCATED ON PATH AROUND LAKE BEHIND HOUSE, CUSTOMER HAS PERIODIC RECEPTION PROBLEM, CUSTOMER CALLS CABLE COMPANY, NO ONE COMES OUT TO RESET BOX, POOR PERFORMANCE AFTER 3 CALLS, OFTEN PUT ON HOLD WHEN SHE CALLS COMCAST.
10/04/2000	Bethesda	20817	Starpower	YESTERDAY STARPOWER CUT ELECTRICAL LINE - NO PRIOR NOTICE OF DIGGING, MARKINGS WERE WRONG. ALSO CUT SPRINKLER SYSTEM, PEPCO CAME OUT AND IS WORKING ON IT.
10/04/2000	N. BETHESDA		Cable/TV Mont	CUSTOMER HAS GOTTEN APPROVAL TO HAVE THE MAPLE TREE IN HER YARD REMOVED. HOWEVER, COMCAST HAVE CABLE WIRE RUNNING ACROSS THE TREE. COMCAST REFUSED TO MOVE THE CABLE WIRE. CUSTOMER HAS MADE MANY CALLS SINCE 9/22 BUT GOT NO RESPONSE. CUSTOMER IS READY TO HAVE HER TREE REMOVED BUT IS HELD UP BY COMCAST TEMPORARILY.
10/10/2000	Germantown	20876	Cable/TV Mont	CUSTOMER IS EXPERIENCING UPGRADE PROBLEMS, NO PICTURE, FUZZY AT NIGHT. COMCAST OFFERED CREDIT, CUSTOMER FINALLY GOT IT. CUSTOMER DOES NOT THINK IT IS FAIR THAT SHE HAS TO ASK FOR CREDIT WHEN THE CABLE COMPANY KNOWS THERE IS AN OUTAGE.
10/10/2000	DEERWOOD	20855	Cable/TV Mont	COMCAST LEFT A HOLE NEAR THE SIDEWALK AT INTERSECTION OF SHADY GROVE ROAD AND BRADLEY ROAD. CUSTOMER THINKS SOMEONE WILL STEP OR TRIP AND GET HURT. VERY DIFFICULT TO CONTACT A LIVE PERSON VIA TELEPHONE AT COMCAST.
10/11/2000	Potomac	20854	Cable/TV Mont	SERVICE HAS BEEN VERY POOR FOR THE PAST 2 MONTHS, MOST CHANNELS ARE UNWATCHABLE, AUDIO IS OKAY, SNOW ON CHANNELS BOTH DAY AND NIGHT, DOES NOT END AT 5 OR 6, SOMETIMES GOOD AND BAD RECEPTION, CUTS ON AND OFF, ONLY CREDIT GIVEN IS A \$1.30 PER DAY - NOT 10% AS PROVIDED PER FRANCHISE.
10/13/2000	Wheaton	20902	Cable/TV Mont	SEE EMAIL DATED 10/12/2000.
10/16/2000	Rockville		Cable/TV Mont	SEE ATTACHED LETTER REGARDING NEW LARGE PEDESTAL. COMPLAINANT HAS UNPUBLISHED PHONE NUMBER.  COMPLAINT UPDATE 11/17/2000 - CUSTOMER GOT A LARGE BOX IN FRONT OF HER HOUSE 3 OR 4 MONTHS AGO WITH NO WARNING OR EXPLANATION. CUSTOMER'S TELEPHONE CALLS TO CABLE COMPANY WERE NOT HELPFUL IN UNDERSTANDING WHY THIS HAPPENED. THE CABLE OFFICE EXPLAINED WHY THE BOX CANNOT BE MOVED EVEN THOUGH THE CUSTOMER DOES NOT SUBSCRIBE. NOW THE CUSTOMER WOULD LIKE MAXIMUM SCREENING POSSIBLE FROM THE CABLE COMPANY.

<i>Complaint Date</i>	<i>City</i>	<i>ZIP</i>	<i>Company</i>	<i>COMMENT</i>
10/19/2000	Germantown	20874	Cable/TV Mont	CUSTOMER SAID THAT COMCAST CAME OUT AND INSTALLED A NEW PED A COUPLE OF MONTHS AGO AND ASKED IF THEY COULD USE HER POWER. COMCAST RAN A POWER EXTENSION CORD TO THE BACK OF HER HOUSE, CONTRACTOR CALLED COMCAST SEVERAL TIMES TO GET IT REPLACED BUT NOTHING HAS HAPPENED. *****WARNING***** CALL 301-208-8047 BEFORE GOING ON CUSTOMER'S PROPERTY, HER DAUGHTER HAS 2 LARGE ROTHWEILER DOGS.
10/23/2000	Silver Spring	20910	Cable/TV Mont	COMCAST DUG UP CUSTOMER'S FRONT YARD AND LEFT A MESS.
10/23/2000	Poolesville	20837	Cable/TV Mont	Mr. Kobakawski (sp??), who is a commissioner for the town of Poolesville, called to report a great deal of exposed cable and poor or no restorations for several areas. He mentioned areas which included 19800 Badner, 17104 Hoskinsons and 17128 Butler where a temporary cable was placed across a persons yard and flowers/shrubbery. County inspector Ron Hall was asked to investigate and found many violations and unsafe situations. Alerts and notices of violation were sent to Comcast.
10/25/2000	Silver Spring	20910	Cable/TV Mont	YARD DAMAGED BY CONSTRUCTION FOR BOXES AND LINE.
10/25/2000	Silver Spring	20904	Cable/TV Mont	COMCAST INSTALLED A LARGE BOX IN MAY OR JUNE, CUSTOMER YARD IS STILL TORN UP FROM THE INSTALLATION PROCESS. CABLE WIRES ARE HANGING OUT OF THE BOX, CUSTOMER CALLED COMCAST SEVERAL TIMES BUT GOT NO RESPONSE. THE LOOSE WIRES LOOKS TERRIBLE ALONG WITH THE MESS UP LAWN.
10/25/2000	Potomac	20854	Cable/TV Mont	SEE CUSTOMER'S LETTER DATED 10/17/2000 COMPLAING ABOUT AN UNSIGHTLY CABLE SUPPLY BOX IN FRONT OF HIS HOME. THERE IS ALSO A LONG LENGTH OF EXPOSED POWER CABLE LAYING ON THE LAWN FROM THE POWER BOX TO THE CABLE MODULE.
10/26/2000	Silver Spring	20901	Cable/TV Mont	CUSTOMER HAS BEEN ATTEMPTING TO GET CATV EQUIPMENT OFF THE POLE (OTHER UTILITIES ALREADY OFF) FOR SEVERAL MONTHS SO THAT POLE CAN BE REMOVED.
10/26/2000	Silver Spring	20903	Cable/TV Mont	CONSTRUCTION CREW CUT DOG FENCE ON 8/28, CUSTOMER CALLED SEVERAL TIMES, COMCAST NEVER RETURNED CUSTOMER'S CALL.
10/30/2000	Montgomery Village	20886	Cable/TV Mont	TEMPORARY CABLE ACROSS THE STREET FOR ABOUT TWO WEEKS, SPOKEN TO COMCAST SEVERAL TIMES, CABLE IS ALSO WRAPPED AROUND LIGHT POLE IN FRONT OF HIS HOME. ALSO HAS AN UNDERGROUND SPRINKLER SYSTEM. MANY WIRES ABOVE GROUND IN HIS COMMUNITY - e.g. EAST VILLAGE AVENUE AND SILVERDALE - HAS SPOKEN WITH MICHAEL HARRINGTON AT COMCAST.
11/03/2000	Rockville	20852	Cable/TV Mont	SEE CUSTOMER'S LETTER REGARDING POOR PICTURE DUE TO UPGRADE.
11/03/2000	Germantown	20876	Cable/TV Mont	SEE CUSTOMER'S EMAIL REGARDING CABLE TECHNICIANS ON HIS PROPERTY WITHOUT HIS PERMISSION.
11/03/2000	Gaithersburg	20882	Cable/TV Mont	SEE CUSTOMER'S LETTER REGARDING A DAMAGED PEDESTAL ON HIS FRONT YARD. AS OF TODAY'S DATE THE PEDESTAL HAS NOT BEEN REPAIRED OR REPLACED.

<i>Complaint Date</i>	<i>City</i>	<i>ZIP</i>	<i>Company</i>	<i>COMMENT</i>
11/03/2000	Clarksburg	20872	Cable/TV Mont	C/ stated that a CREW was ON HIS PROPERTY DIGGING UNDER DRIVEWAY. He told them that there was no easement and the crew ignored him until he called the police.. There is an ALLEGANY ELECTRIC POLE ON HIS PROPERTY and he has a 300' DRIVEWAY . There is a drop CABLE GOING TO 24300 KAKAE DR. which apparently NEEDs TO BE REPLACED.
11/06/2000	Germantown	20874	Cable/TV Mont	CABLE BOX AT THE CORNER OF THE CUSTOMER'S PROPERTY IS BENT OVER AND THE LOCK IS BROKEN. WANT A TECHNICIAN TO COME OUT AND FIX THIS PROBLEM BEFORE SOMEONE GETS HURT.
11/17/2000	Silver Spring	20905	Cable/TV Mont	CABLE WENT OUT 3 WEEKS AGO. TECH CAME OUT RIGHT AWAY AND PUT DOWN TEMP WHICH GOT HIM SERVICE. SUB WAS TOLD THAT CABLE WOULD BE BURIED SOON - STILL NOT BURIED.
11/22/2000	Silver Spring	20905	Cable/TV Mont	A WHITE TRUCK WITH NO ID CAME AND DUG UP HIS YARD AND UP AND DOWN THE STREET. THE TAG NUMBER IS GEORGIA #8729RX. NO TAG OR TRAILER WITH COMPRESSOR - NO NOTIFICATION OF DIGGING.
11/22/2000	Potomac	20854	Cable/TV Mont	SEE CUSTOMER'S EMAIL IN REFERENCE TO CABLE LINE BEING DAMAGED BY A LANDSCAPER.
11/28/2000	Potomac	20854	Cable/TV Mont	CUSTOMER WAS NOT INFORMED THAT COMCAST WOULD BE DIGGING ON HIS PROPERTY. CUSTOMER HAS REQUESTED RESTORATION TO HIS PROPERTY BUT NONE WAS DONE. THERE IS ALSO A LARGE CABLE BOX NOT ENCLOSED.
11/29/2000	Germantown	20874	Cable/TV Mont	CUSTOMER FOUND HER LAWN ALL MARKED UP WITH LINES. NO PRIOR NOTICE WAS EVER GIVEN. CUSTOMER WAS TOLD CONSTRUCTION STARTS ON FRIDAY 11/31/2000. CUSTOMER HAS AN UNDERGROUND ELECTRIC DOG FENCE. WHEN CUSTOMER CALLS CUSTOMER SERVICE (DIALO) AND OTHERS - GOT NO RESPONSE AND NO ONE CALLED BACK.
11/30/2000	Bethesda	20817	Cable/TV Mont	CUSTOMER GOT A GENERAL NOTICE OF THE UPGRADE A YEAR AGO. GOT NO FURTHER NOTICE IN CARDEROCK THAT NEW CONSTRUCTION WAS COMING INTO THE NEIGHBORHOOD. CONSTRUCTION IS NOW ONLY A STREET AWAY AND THE CUSTOMER IS CONCERNED ABOUT RESTORATION TO HIS PROPERTY. CUSTOMER IS STATING THAT THERE WAS NOT A TIMELY NOTICE PER FRANCHISE AND PRESS RELEASE.
11/30/2000	Potomac	20854	Cable/TV Mont	ON 11/29/2000 CUSTOMER SAW CONSTRUCTION CREW (2 PEOPLE) DIGGING A TRENCH WITH A MACHINE. CUSTOMER WENT OUT AND ASKED WHAT IS GOING ON? THE CREW TOLD CUSTOMER THEY WERE FROM THE CABLE COMPANY AND ARE CHANGING THE CABLE LINES. CUSTOMER RETURNED TO THE HOUSE, TURNED ON 2 TELEVISIONS AND FOUND ONLY ONE HAD CABLE SERVICE. CUSTOMR CALLED COMCAST AND THEY CAME OUT TODAY (11/30) AT 10:30AM (TECH #2808) AND HE FIXED THE PROBLEM AND SAID THAT COMCAST DID NOT CAUSE THE DAMAGE TO THE CABLE.
12/05/2000	Gaithersburg	20882	Cable/TV Mont	CABLE BOX EXPOSED FOR OVER 2 MONTHS. CUSTOMER CALLED COMCAST MANY TIMES. CUSTOMER IS CONCERN BECAUSE KIDS ARE PLAYING IN THE AREA.
12/06/2000	Potomac	20854	Cable/TV Mont	ON 11/19 CUSTOMER DISCOVERED TEMPORARY REPAIR CABLE LINES HANGING ONLY 4' ABOVE THE GROUND. CUSTOMER IS CONCERN BECAUSE KIDS ARE AT THE BUS STOP WHERE THE LINES ARE LOCATED. CUSTOMER WAS NOT ABLE TO CONTACT COMCAST BY TELEPHONE.



<i>Complaint Date</i>	<i>City</i>	<i>ZIP</i>	<i>Company</i>	<i>COMMENT</i>
12/11/2000	Potomac	20854	Cable/TV Mont	CUSTOMER HAS BEEN CALLING COMCAST FOR 4 MONTHS SINCE AUGUST. CUSTOMER SENT A LETTER BY REGISTERED AND CERTIFIED MAIL TO S. REINHOLD ABOUT 1 1/2MO. AGO. CUSTOMER STILL HAVE PROPERTY DAMAGE BY COMCAST CONSTRUCTION AND HAVE NOT GOTTEN A RESPONSE FROM COMCAST YET.
12/11/2000	Gaithersburg	20879	Cable/TV Mont	COMCAST BLAMED MISS UTILITY, 2 NO SHOWS TO REMOVE ON-GROUND CABLE, DO PROPER RESTORATION.
12/11/2000	Gaithersburg	20879	Cable/TV Mont	COMCAST BLAMED MISS UTILITY FOR INTERRUPTING ON GROUND CABLE.
12/11/2000	NORTH BETHESDA	20852-3136	Cable/TV Mont	SEE CUSTOMER'S EMAIL DATED 12/11/2000 COMPLAINING ABOUT BAD RECEPTION. Update 1/10/01 exposed cable lines between peds since 12/98.  COMPLAINT UPDATE - 01/03/2001 - DISCONNECTED AND PUT TEMP LINE ON THE GROUND AROUND THE BACK AND SIDE OF THE HOUSE - 300' OR MORE JUST LAYING ON THE GROUND - NO NOTICE TO HOMEOWNERS - PICTURES ARE OK - THERE IS AN EASY WAY TO FINISH THE JOB UNDERGROUND - CONTACT THE HOMEOWNER PATRICK VINCENZIO.  3/26/01 Closed by Al Lister. Original complaint about reception was apparently resolved prior to 1/3/01. New issue identified on 1/3/01 - restoration of neighbors' common area - will, if necessary, be opened as a new complaint if still not resolved
12/12/2000	COLESVILLE		Cable/TV Mont	SEE CUSTOMER'S LETTER DATED 12/11/2000 COMPLAINING ABOUT CONSTRUCTION CREW DIGGING IN HIS AREA.
12/13/2000	Silver Spring	20910	Starpower	STARPOWER DIGGING TODAY, YESTERDAY AND LAST SUMMER. CUSTOMER WANTS TO KNOW WHY.
12/15/2000	Olney	20832	Cable/TV Mont	SEE CUSTOMER'S LETTER COMPLAINING ABOUT POOR RECEPTION AND EXPOSED CABLE. Update 12/21/00 - CP 202-345-4501 Sub reports that snow plow cut temp cable lying across street on 12/19 and neither he nor his neighbor have cable. His street still has homes being built.  COMPLAINT UPDATE 01/03/2001 - CABLE STILL LYING ACROSS THE SURFACE OF THE STREET - VERY DANGEROUS - OVER 3 WEEKS NOW AND STILL NOT BURIED.
12/17/2000	WEST BETHESDA	20817	Cable/TV Mont	STARPOWER CUT CUSTOMER'S ELECTRIC WIRE ON 10/2000. CUSTOMER STATED THAT PEPCO, STARPOWER AND COMCAST ALL CAME TO RESOLVE THE MATTER. CUSTOMER CONTACTED COMCAST CUSTOMER SERVICE REPRESENTATIVE (# 239) BY THE NAME OF ARTHUR ON 12/15/2000 - TOLD CUSTOMER TO CONTACT STARPOWER TO FIX THE PROBLEM. ESPN AND ALL OTHER CHANNELS ARE FUZZY, NO PICTURE FOR 3 DAYS PLUS AN OPEN BOX OUTSIDE.
12/18/2000	Burtonsville	20866	Cable/TV Mont	SEE CUSTOMER'S LETTER DATED 12/13/2000 COMPLAINING ABOUT BILLING, PHONES AND CONSTRUCTION PROBLEMS.
12/20/2000	POOLESVILLE	20837	Cable/TV Mont	BOOSTER BOX ON PROPERTY 8' OVER EASEMENT, COMCAST WILL NOT RETURN PHONE CALLS OR SEND SOMEONE OUT, CUSTOMER IS TRYING TO WIDEN HIS DRIVEWAY.



<i>Complaint Date</i>	<i>City</i>	<i>ZIP</i>	<i>Company</i>	<i>COMMENT</i>
12/20/2000	Silver Spring	20906	Cable/TV Mont	COMCAST CANNOT BURY CABLE WITHOUT SCREWING UP, NOW TOTALLY OUT.
12/26/2000	Potomac	20854	Cable/TV Mont	PED BOX ON THE EDGE OF CUSTOMER'S DRIVEWAY - CANNOT BE MOVED - TOO CLOSE - ALSO BELL ATLANTIC IS IN THE WAY, CUSTOMER WANTS TO ENLARGE HIS DRIVEWAY - BOXES ARE IN THE WAY OF EXPANSION OF THE DRIVEWAY - COULD GET HIT EASILY DURING ICY WEATHER.
12/28/2000	POOLESVILLE	20837	Cable/TV Mont	COMCAST PLACED A BOOSTER BOX WITHOUT NOTICE IN FRONT YARD ON CUSTOMER'S PROPERTY. CUSTOMER'S HOME IS LOCATED NEAR ALLEGHENY POWER SUPPLY. THE BOOSTER BOX IS NEXT TO THE DRIVEWAY. CUSTOMER STATED THAT THIS IS A POOR LOCATION BECAUSE HE WANTS TO EXPAND HIS DRIVEWAY. CUSTOMER WOULD LIKE THE BOX RELOCATED ABOUT 4' ON OTHER SIDE OF EXISTING ALLEGHENY POWER SUPPLY.

***Total:*** 211

# Construction Issues 2001

<i>Complaint Date</i>	<i>City</i>	<i>ZIP</i>	<i>Company</i>	<i>COMMENT</i>
01/05/2001	Rockville	20852	Cable/TV Mont	SEE CUSTOMER'S LETTER DATED 01/04/01 COMPLAINING ABOUT UNBURIED CABLE LINES.
01/05/2001	Gaithersburg	20882	Cable/TV Mont	SEE CUSTOMER'S LETTER DATED 12/27/2000 COMPLAINING ABOUT AN OPEN PED.
01/07/2001	Bethesda	20814	Cable/TV Mont	DAMAGE TO FLOWER BEDS AT FRONT OF HOUSE, NO FLOWERS NEXT SUMMER, NO NOTICE OF CONSTRUCTION.
01/09/2001	Bethesda	20816	Cable/TV Mont	Exposed cable lines that have been exposed for three months. Several calls have made and the problem reported but the wiring is still exposed.
01/10/2001	North Potomac	20878	Cable/TV Mont	No cable or modem service for several days. Delay in service call.
01/16/2001	Bethesda	20817	Cable/TV Mont	Subs has had his telephone line cut twice by construction crews digging around the CATV ped in his yard. Additionally, shrubs have been damaged by construction crews.
01/16/2001	Burtonsville	20866	Cable/TV Mont	In June/July 2000 some heavy equipment struck his wooden fence in his back yard. Was scheduled to be fix in Sept. but never was. Property backs up to Old Columbia Pk.
01/16/2001	Silver Spring	20906	Cable/TV Mont	Sub had a pedestal on back yard. Returned from vacation to find it had been replaced by a "Dog House". Sub wants to know why they were not notified.
01/17/2001	North Potomac	20878	Cable/TV Mont	Damage cable lines that results in an outage for the sub.
01/18/2001	Germantown	20874	Cable/TV Mont	Subs drop was cut during the new installation of his neighbors underground drop. Sub was told he would need to wait till the first week of February before a new drop could be run to his house.
01/18/2001	Derwood	20855	Cable TV Mo /	On Dec. 17, 2000 bucket truck damaged Mr. Shaw's lawn at the corner of Muncaster and Granby Rds. Even though it is county property, Mr. Shaw is responsible for it's upkeep.
01/22/2001	Boyd's	20841	Cable TV Mo /	Since 11-1-00 a temp line has been laying across the road in front of the subs house. Twice it has been cut by traffic causing a service interruption.
01/23/2001	Rockville	20852	Cable/TV Mont	Exposed cable lines in her back yard since August 2000.
01/25/2001	Rockville	20850	Cable TV Mo /	Stewartown Rd @ Montgomery Village Av. Open Doghouse Pedestal. Top cover has not been replaced after work was completed. Wiring exposed.
01/25/2001	Rockville	20850	Cable/TV Mont	Montgomery Village Av 100 yards east of Greenside Terr, underneath the power transformer lines. Temp feeder line above ground that comes out of the doghouse. 100 feet from the doghouse is a large hole.
01/25/2001	Gaithersburg	20877	Cable TV Mo /	Unfinished construction at Amity and Cambourne Rds
01/26/2001	Gaithersburg	20879	Cable TV Mo /	Has been trying to get installed for five months. Has been told he needs a road bore several times. Waiting to get installed.

<i>Complaint Date</i>	<i>City</i>	<i>ZIP</i>	<i>Company</i>	<i>COMMENT</i>
01/30/2001	Germantown	20874	Cable TV Mo /	Sub has had a temp drop since 10/00. Wire is on top of ground and over his fence. Has had a number of techs out but not the right one to bury the drop.
01/31/2001	Damascus	20882	Cable TV Mo /	Has been trying to get service since 12/6/00. Was told it would be installed 12/20/00. When it wasn't, he was told 1/21/01. Now he is told 2/12/01. Mr. Adkins left a message for Pete Harris and never received a returned call.
02/02/2001	Olney	20832	Cable TV Mo /	Ongoing reception problems. Bad feeder in front of his home. Asked to speak with a supervisor and was told by a CAE that they are not permitted to allow a sub to speak with a supervisor.
02/05/2001	Potomac	20854	Cable TV Mo /	Temp line placed in back yard two years ago that has never been buried. Sub has called three times and the temp line is still there.
02/05/2001	Brookeville	20833	Cable TV Mo /	No Notice of Digging. Has Ped in front of house. Lack of response when contacting Compacts.
02/05/2001	Rockville	20850	Cable TV Mo /	Doghouse top missing at the corner of Father Hurley Blvd and Wynnfield.
02/05/2001	Brookeville	20833	Cable TV Mo /	No notice of digging. Ped in front of house.
02/05/2001	Bethesda	20816	Starpower	Resident had a ped place in front yard in the sight line of house. Did not receive notice that construction would take place.
02/08/2001	Germantown	20874	Cable TV Mo /	Resident is not a sub but his neighbor has a temp drop line that runs across his property. The temp has been there for two months.
02/12/2001	Germantown	20876	Cable TV Mo /	Continuing service outages. Cannot receive a correct answer as to when his area will be upgraded.
02/13/2001	Silver Spring	20902	Cable TV Mo /	Inactive sub had an old drop cut from pole and left hanging off side of house and in front yard.
02/14/2001	Rockville	20854	Cable/TV Mont	Sub was installed 12/8/00 using temp drop cable. On 12/11 crew (Silver Bullet ?) burried temp drop and did good job. At that time they said that feeder cable between box in front of his house and one 3 houses away was bad so that put down a temp. After calling about temp feeder cable, crew came out towards the end of Decembara BUTdug up his drop cable. After another call a different crew came out again BUT again worked on his drop cable - not the feeder temp. The feeder temp is still there and when he calls Comcast there is no work order scheduled and no one calls him back.
02/14/2001	Silver Spring	20901	Starpower	Sub had a pedestal place in the easement without prior notice to digging as required in the franchise. Mud left in yard and driveway.
02/16/2001	Bethesda	20817	Cable TV Mo /	Temp line in neighborhood for three months. The line also crosses the street.
02/16/2001	Montgomery Village	20886	Cable TV Mo /	Drop to neighbors house is woven through his fence. Letter attached.
02/16/2001	Clarksburg	20871	Cable TV Mo /	Has had poor reception for more than two weeks. Two other complaints have been filed by subs in this court about the reception.

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02/23/2001	Bethesda	20814	Cable TV Mo /	Was told the reason @Home is not available in his area is because the Node (BE13) is waiting on County approval. After checking with upgrade it was determined that this Node has not yet been submitted to @Home for certification testing.
02/24/2001	Potomac	20854	Cable TV Mo /	Drop was cut 2/2/01 and verified by Comcast 2/3/01. Miss Utility sprayed 2/15/01 and the drop was scheduled 2/17/01. Drop was not done and sub does not have service.
02/26/2001	Burtonsville	20866	Cable TV Mo /	Construction crew cut tree branches down and left them in her yard along with cable and conduit.
02/27/2001	Potomac	20854	Cable TV Mo /	Since June 2000 there has been three covers off Comcast Doghouses. Sub has called over 20 times to report the problem. Doghouses are located on her street.
02/28/2001	Burtonsville	20866	Cable TV Mo /	Sub is supplying electrical power for Comcast plant. Sub has a letter from Comcast stating his electric bill will be paid until the power supply issues are resolved. Sub has send in his electric bill but has not received payment.
03/01/2001	Silver Spring	20902	Cable TV Mo /	Upgrade construction was completed in his yard 12/00. Lawn was not restored to it's original condition. Takes a long time for the sub to get through to the correct customer service personnel to explain problem.
03/01/2001	Potomac	20854	Cable TV Mo /	After construction mud was left on driveway and other areas. Cultivated soil in his garden area was replaced with clay. Layers of leaves and soil piled on emerging bulbs destroying several shoots. Dug up ornamental grass.
03/02/2001	Chevy Chase	20815	Cable TV Mo /	Comcast contractor cut cable drop while working in subs yard. Sub called and was not able to get a service call for three days. Tech told sub he had a cut drop and it would take 10-14 days to replace the drop. Letter attached.
03/02/2001	Gaithersburg	20879	Cable TV Mo /	Poor service, no communication, was told credit would be given and was not. See attached letter.
03/02/2001	Gaithersburg	20879	Cable TV Mo /	Temp drop in laid but never had a follow-up to correct problem. Experienced service interruptions and outages due to temp drop. Letter attached.
03/02/2001	Silver Spring	20906	Cable TV Mo /	Has temp line that needs to be buried. Tech came out today to splice the cut made in the old line. Sub now has no reception.
03/06/2001	Montgomery Village	20886	Cable TV Mo /	Refer to complaint #1944. This complaint has been closed but subs underground sprinkler system may have been damaged from the construction. Sub will not know if there is damage until he activates the system in the spring.
03/07/2001	Chevy Chase	20815	Starpower	Mr. Weisz reported that on 3/6/01 truck #245347, with unknown out of State tags AE06107, drove onto his lawn to work on aerial cables. No prior notification was given and truck has damaged lawn.
03/08/2001	Laytonsville	20882	Cable TV Mo /	Construction on his property. Resident did not order cable service..
03/08/2001	Gaithersburg	20878	Cable TV Mo /	Digital upgrade was completed 11/2000. There are three areas on mounded dirt and sod that need restoration on his street.
03/08/2001	Rockville	20852	Cable TV Mo /	Exposed cable drop since 8/2000. Repeated calls to Comcast have not solved the problem.

<i>Complaint Date</i>	<i>City</i>	<i>ZIP</i>	<i>Company</i>	<i>COMMENT</i>
03/12/2001	Silver Spring	20905	Cable TV Mo /	No prior notification of digging in her yard. Mud left in yard and surrounding areas. Ongoing construction since the summer of 2000. Many times she has experienced service interruptions due to construction.
03/13/2001	Laurel	20707	Cable TV Mo /	See attached letter to Jane Lawton dated January 31, 2001 from Richard Shagogue, Chief Engineer of WSSC requesting reimbursement of \$12,880 for payments made to CTM to move cable in WSSC ROW. A copy of this letter was sent to Sue Reinhold on 2/7/01. No response had been received by Mr. Shagogue as of today.
03/13/2001	Ashton	20861	Cable TV Mo /	No notification of construction on sub's property prior to work being started. Contractor didn't know who to call at Comcast regarding disputes involving construction.
03/13/2001	Silver Spring	20906	Cable TV Mo /	Construction done in yard with no notification of digging prior to work being started. Yard left a mess. Green Ped top not secured.
03/15/2001	Silver Spring	20904	Cable TV Mo /	Sub started having reception problems in February 2000 due to the upgrade. In August 2000 his service was accidentally cut off due to construction. Service calls failed to correct the problem. In December 2000 sub discontinued service due to ongoing problems.
03/15/2001	Poolesville	20837	Cable TV Mo /	in October 2000, a construction crew broke 8 or 9 branches off a white pine tree on sub's property. Additionally, sub has exposed cables in front of his home. Sub has contact Comcast several time and if told that someone will contact him in 30 days. No one has.
03/16/2001	Potomac	20854	Cable TV Mo /	Ped in front yard. Top is off. Needs replacing and securing.
03/16/2001	Laytonsville	20882	Cable TV Mo /	Ped tops not secured to base located in the Avenshire development, Ashton, MD. Please see attached list of streets.
03/16/2001	Germantown	20874	Cable TV Mo /	Please see attached letter from management company regarding Farmingdale Condominium.
03/20/2001	Olney	20832	Cable TV Mo /	Serveral places in sub's yard was dug up and a temp cable line is crossing his property.
03/20/2001	Potomac	20854	Cable TV Mo /	Drop buried but grass was not replaced. Drop area is all mud. Letter attached.
03/23/2001	Ashton	20861	Cable TV Mo /	Resident thinks recent construction of UG cable by Comcast is on his property and not in the easement. Please provide the construction diagram showing the easement for his property. Letter attached.
03/26/2001	Bethesda	20817	Cable TV Mo /	Since December 2000, sub has had a temp drop that crosses the street. Letter attached.
03/29/2001	Bethesda	20852	Cable TV Mo /	See attached email and photos describing lack of restoration behind the town homes located in the 11201 block of Wood Glen Drive, Bethesda. Additional information is included with complaint #2138 dated 12/11/00 which has been closed.

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03/30/2001	Potomac	20854	Cable TV Mo /	Restoration needs to be done after construction. Dirt patches on back slope of yard. COMPLAINT UPDATE 04/17/2001 - THE SITUATION REMAINS THE SAME.  *8/2/01 Update Al Lister, Comcast 7/12/01 letter not accurate Digging took place in March 2001. Based on review of as built map (attached E) appears to be trunk line/fiber with cut box between 7901 and 7900 (backyard of 7900). Per sub, sod replacement needed for damage which occurred in March killing grass. Attached includes A-7/12 Comcast letter, B - Crane 7/14 letter, C - 7/17 Crane letter to County Executive, D - sketch , E - As built map, F - Picture of cut box.
04/05/2001	Germantown	20874	Cable TV Mo /	Please see attached letter for details.
04/11/2001	Darnestown	20878	Cable TV Mo /	Exposed orange cable crosses the street in front of her house. Update 4/20/01 Ms. Boldt called to say that cable is still there, crossing her driveway and the street, and has been there for over a month now. Further, she and neighbors have tripped on cable and no one from Comcast has done anything about it. (al)
04/12/2001	Olney	20832	Cable TV Mo /	Damage to subs driveway and the surrounding handicap walkway during construction approx. one year ago.
04/16/2001	Olney	20832	Cable TV Mo /	CUSTOMER STATED THAT A COMCAST TECHNICIAN TOLD HIM THAT HE NEEDED A LINE REFERRAL. THIS WEEKEND TWO COMCAST TRUCKS WERE IN THE AREA BUT THE PROBLEM IS STILL NOT SOLVED. COMCAST SAID THAT THE PROBLEM SHOULD BE FIXED BY MAY 14TH. CUSTOMER STATED THAT HIS NEIGHBORS ARE EXPERIENCING THE SAME PROBLEM.
04/24/2001	Damascus	20872	Cable TV Mo /	Temp orange cable line above ground running over resident's driveway since Aug 2000.
04/24/2001	Silver Spring	20904	Cable TV Mo /	On March 30, 2001 a Comcast bucket truck got stuck in the sub's yard. A tow truck needed to be called in to remove the bucket truck. Lawn damage done by the dual wheels of the bucket truck. Sub was told by driver that a repair order would be submitted.
04/26/2001	Bethesda	20817	Cable TV Mo /	Large doghouse place in yard overtop of sprinkler system. See attached letter and photos.
04/26/2001	Bethesda	20816	Cable TV Mo /	Complainant is the asst. mgr. of property. Ped at address was not place back on after work was done.
04/27/2001	Rockville	20852	Cable TV Mo /	Cables draped over telephone poles in subs neighborhood.
04/27/2001	Potomac	20854	Cable TV Mo /	Sub has a temp drop running 300' into his home. Damage done to sprinkler system and driveway by service tech on last service call.
04/27/2001	Rockville	20850	Cable TV Mo /	Cable drop was pulled down by a large truck. Please remove from pole. Address: 722/724 Grandin Ave., Rockville, MD
04/27/2001	Montgomery Village		Cable TV Mo /	Damaged ped from a car accident to left of subs home.
05/01/2001	Germantown	20876	Cable TV Mo /	Temp trunk feeder cable exposed running on top of the ground.

***Complaint***

<b><i>Date</i></b>	<b><i>City</i></b>	<b><i>ZIP</i></b>	<b><i>Company</i></b>	<b><i>COMMENT</i></b>
05/03/2001	Gaithersburg	20879	Cable TV Mo /	Complainant is the property manager for Village Overlook. Temp cable runs from one ped to another.
05/04/2001	Bethesda	20816	Cable TV Mo /	Mr Owen is the son of the resident at the above address. An old utility pole was replaced and the cable lines have not been restored back on the pole. There is a cable line lying up against the tree at 5103 Allen Terr. Across the street by the elem school there is a line hanging off the pole.
05/08/2001	Silver Spring	20906	Cable TV Mo /	For the past nine months, exposed Feeder Cable at 1534, 1536, 1546, 1548, 1550 Hugo Circle.
05/11/2001	Gaithersburg	20879	Cable TV Mo /	New drop installed that when under driveway. Driveway was cracked after the driveway bore.
05/15/2001	Olney	20830	Cable TV Mo /	Lawn Damage. See attached letter.
05/16/2001	North Potomac	20878	Cable TV Mo /	Construction in yard without notification prior to digging. Wants to know what steps will be taken to ensure restoration. Who will water the construction area after restoration. Third time this has happened.
05/16/2001	Rockville	20855	Cable TV Mo /	Was promised a marketing promo (prems 2 months free). Wants to know why both his front and back yards were dug up. Was told he could access his @home email from the internet. Damage to property. Trainee install tech was dispatched with no tools or cable to do the job. Was told there was an FM signal that cable provided.
05/18/2001	Clarksburg	20871	Cable TV Mo /	Temp drop remains unburied after installation in Oct 2000.
05/21/2001	Germantown	20876	Cable TV Mo /	Poor reception when installation was done. Subs line was spliced into neighbors line. Needs new drop to a different tap and with a street bore.
05/21/2001	Potomac	20854	Cable TV Mo /	Two months ago a Comcast truck damaged the easment on subs front lawn. Tire Tracks. See attached letter.
05/21/2001	Germantown	20876	Cable TV Mo /	Reception problem reported 4/3/01. Sub was told she needed a new drop run to a different tap and a street bore was needed. The new drop has not been run.
05/22/2001	Germantown	20874	Cable TV Mo /	Cable pedestals inside property line. See attached letter.
05/25/2001	Bethesda	20817	Cable TV Mo /	Old cable drop that has been taken off the house is hanging off the pole. Resident has been trying since Nov 2000 to have the hanging drop removed. Cable now has Pepco orange safety tag on it so no one will run into it.
05/30/2001	Rockville	20855	Cable TV Mo /	Temp feeder since Dec 2000 in the neighborhood of Amity Dr and Boundbent Ct. Rockville, MD
05/30/2001	Bethesda	20817	Cable TV Mo /	Sub's temp drop was buried today and now he doesn't have cable service at all. No pix/no sound. First available appt is 6/4/01.
05/31/2001	Burtonsville		Cable TV Mo /	Refer to complaint #1630. Problem with driveway has not been resolved. Cracks in driveway are getting worse.
05/31/2001	Montgomery Village	20886	Cable TV Mo /	Complainant is a property manager. Exposed cable since 1999 behind 19561 Transhire Rd., 19545-19553 Transhire Rd. Exposed cable and restoration needed behind 9601-9609 Marston Ln and 9615 Marston Ln.

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06/01/2001	Takoma Park	20812	Cable TV Mo /	A large truck brought down a cable line between 7309 - 7311 Takoma Ave. Near the corner of Takoma Ave and Piney Branch Rd.
06/01/2001	Silver Spring	20906	Cable TV Mo /	Temp feeder line since 1999 crossing the street at his residents.
06/04/2001	Rockville	20851	Cable TV Mo /	Complainant is the President of the Twinbrook Forest Condo Assoc. At 504 Meadowhall Dr. there are cable wires that are loose and loop over and hanging down.
06/05/2001	Gaithersburg	20877	Cable TV Mo /	On 5/8/01 a dump truck pulled down a cable that ran across Muncaster Mill Rd. The sub called, explained the situation, and a tech came out 5/9/01. The tech took a look and told the sub a bucket truck was needed to fix it. The sub had explained all this to the CAE. The tech told sub he would have a tech with a bucket truck out by 12 noon 5/10/01 at the latest. The sub check with customer service on 5/10/01 to find out the status. The sub was told the soonest someone could come out was in two weeks. The sub ordered a disconnect for his service and returned his equipment the next day. On 5/31/01 a tech came out and told the former sub that the line was torn. Now a new drop has been laid in his yard and he has receive a bill for current services. The resident wants to know why a new drop was laid and why is he receiving a bill when he disconnected his service.
06/05/2001	Rockville	20850	Cable TV Mo /	Temp feeder jumper running approx. 420' through his back yard, through the back yard of 1805 Greenplace Ter and connecting to a ped on Elmwood. Ct.
06/06/2001	Chevy Chase	20815	Cable TV Mo /	Driveway cracked during digging underneath. Sub has written several letter and has not received a response.
06/08/2001	Damascus	20872	Cable TV Mo /	Comcast bucket truck was on property checking OH line. Sub asked tech to move the truck. Tech got physically close to sub and became confrontational.
06/08/2001	Ashton	20861	Cable TV Mo /	Sub has poor reception, was told on 4/24/01 that she needed a new drop and it would take 10 days to have one in the ground. As of 6/4/01 nothing has been done.
06/08/2001	Silver Spring	20902	Cable TV Mo /	Small ped cover replaced with a large cover. Resident would like a smaller ped cover on pedestal. Please check and respond.
06/12/2001	Montgomery Village	20886	Cable TV Mo /	Tap audit team placed basic trap on subs line. Sub feels someone should have communicated this prior to this happening. See attached letter.
06/14/2001	Bethesda	20817	Cable TV Mo /	Complainant is a property manager at Lakeview House. The cable box cover is missing from the cable box on the 7th floor. Ms. Matthews has called over the past two months and nothing has been done to replace the cover.
06/14/2001	Germantown	20876	Cable TV Mo /	6/13/01 Cable doghouse erected without prior notification as required.
06/19/2001	Olney	20832	Cable TV Mo /	Resident at 4414 has ordered service. Miss Utility has told Mr Davis that the drop will be run under his driveway and through his front yard to service his neighbor. There is a ped located closer to 4414.
06/20/2001	Montgomery Village	20886	Cable TV Mo /	Property Manager is complainant. Exposed cable behind 9645 - 9663 Horizon Run Rd. Holes need filling behind 9659 Horizon Run Rd by in-ground vault. Open ped at 9645 Horizon Run Rd.



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06/20/2001	Silver Spring	20905	Cable TV Mo /	See attached letter.
06/27/2001	Gaithersburg	20886	Cable TV Mo /	Owner of home. Tenant has service with poor reception. A new UG drop was needed and was buried without the owner's knowledge. Lawn and bush damage. Restoration needed. Small Claims form mailed upon request 11/30/01
06/28/2001	Germantown	20874	Cable TV Mo /	New installation 6/15/01 by neighbor. New UG drop was run through the complainants yard. Restoration needed on drop run. Temp drop was placed and now has been cut by lawn mowers.
06/29/2001	Silver Spring	20904	Cable TV Mo /	Resident has a low hanging cable line over driveway. Has reported to customer service several times but no results. Resident feels because he is not a subscriber no action will be done.
07/02/2001	Silver Spring	20906	Cable TV Mo /	Open doghouse that has a bees nest. Resident's husband is highly allergic to bee stings. Sub has been calling since 6/28/01 and nothing has been done.
07/02/2001	Poolesville	20854	Cable TV Mo /	Exposed cable line. Was told line would be buried several times and the system shows the SRO is completed.
07/03/2001	Germantown	20876	Cable TV Mo /	Exposed cable running from Archdale Rd to Trophy Ct. for approx one year.
07/05/2001	Silver Spring	20901	Cable TV Mo /	During storm 7/4/01, sub cable drop was detached from house. Drop is hanging off the pole into the street. The Police have taped off the area and blocked off the roadway. Sub was told the first available appointment is 7/11/01 to have the cable drop re-attached.
07/05/2001	Bethesda	20814	Cable TV Mo /	Outage since 7/2/01. Sub saw his cable drop hanging off and coiled up at the base of the pole. Pepco has been out and tagged the cable. First available appt is 7/8/01.
07/05/2001	Bethesda	20817	Cable TV Mo /	Several days ago sub noticed a tech parking in his driveway working on the OH cable. The tech left leaving a cable line on the ground running across his front yard approx 30 feet.
07/05/2001	Potomac	20854	Cable TV Mo /	Ped placement along private driveway without property owner's approval. Private driveway cut for a new cable drop in order to service a new home.
07/09/2001	Potomac	20854	Cable TV Mo /	When temp drop was buried the sprinkler system was damaged on the side of the driveway. Also, the driveway was cut for the cable line instead of going underneath.
07/10/2001	Takoma Park	20912	Cable TV Mo /	See attached letter.
07/10/2001	Brookeville	20833	Cable TV Mo /	Installed with cable 5/30/01 with a temp drop. Was told that the cable would be buried within two weeks. Exposed temp drop still in place. Miss Utility was out to the home 7/3/01 to mark the lines. Cable crosses the driveway. Closed 7/17/01 Re-opened 7/26/01 - Sub never received the closure letter and also never received a call as stated in the letter. Sub-contractor was digging in flower bed trying to fix problem. Please contact sub to correct.
07/11/2001	Rockville	20854	Cable TV Mo /	In April 01 sub noticed "Cylinder" in front of her home out of ground and leaning against tree and cable sticking out. She called then and again in June and on July 2. On 7/2 she was given work order number 2465076. Someone came by on 7/8 but problem remains

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07/13/2001	Silver Spring	20906	Cable TV Mo /	Missing top open ped at 3000 Regina Dr. and Temp Line.
07/13/2001	Boyd's	20841	Cable TV Mo /	Base of ped is a different size than the ped top. Neighborhood kids remove the ped top and play with it.
07/16/2001	Poolesville		Cable TV Mo /	Resident wants doghouse ped re-located in easement between the houses.
07/16/2001	Germantown	20876	Cable TV Mo /	New cable drop laid for neighbor. No notification that cable would be brought across her yard. No restoration done, dead grass. When the workers finished, they left there lunch trash on her lawn. Dirt left on sidewalk.
07/16/2001	Montgomery Village	20886	Cable TV Mo /	Complainant is the property manager. 200' of exposed cable at 19311-19405 Thomas Farm Rd. with an open ped. Open peds at 9515 Tippet Ln and 9508 Marston Ln. Exposed cable 9605-9609 Marston Ln. Cable not buried deep enough that causes erosion on the slight incline.
07/18/2001	Montgomery Village	20886	Cable TV Mo /	Resident disoc'd due to poor service. An above temp drop is still running across the yard with an open ped. Resident was temp line removed.
07/19/2001	Rockville	20853	Cable TV Mo /	Ped is destroyed next to the building.
07/20/2001	Darnestown	20874	Cable TV Mo /	Comcast construction cut sub phone line.
07/23/2001	Potomac	20854	Cable TV Mo /	Resident lives in an end unit townhouse. Ped located between end units. Neighbor had an UG cable drop run to his home that went across complainants lawn. Wants restoration done to drop run area.
07/24/2001	Rockville	20850	Cable TV Mo /	See attached letter.
07/24/2001	Gaithersburg	20879	Cable TV Mo /	Poor Reception. Ped has been buried during recent home construction. No supervisors call back.
07/26/2001	Germantown	20874	Cable TV Mo /	Exposed temp cable since March 2001. Resident has called eight times and nothing has been done to fix the temp line.
08/02/2001	Bethesda	20817	Cable TV Mo /	UG drop installed for neighbor. Drop was run diagonally through his yard and not along the property line.
08/03/2001	Olney	20832	Cable TV Mo /	See attached letter.
08/07/2001	Rockville	20850	Cable TV Mo /	Subs returned from being in Africa on assignment and found new green power supply? In front yard. Subs spoke with Mssrs. Mebane and Harrington who implied that they might be able to accommodate their concerns - but nothing has occurred.
08/07/2001	Gaithersburg	20878	Cable TV Mo /	Told a new drop was needed for clearer reception. When new drop was installed sub has dead grass along the cable run. Also there is a raised hump where the cable run went under the driveway.
08/08/2001	Kensington	20895	Cable TV Mo /	Subs drop run is detached from the pole and hanging down in the street. First available appointment to have someone look at the problem is 8/29/01. Sub is without service.
08/09/2001	Montgomery Village	20886	Cable TV Mo /	Subs drop was cut 8/6/01. CAE told sub to contact Miss Utility. Sub needs a new drop. Sub is thinking about going to a dish.

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08/10/2001	Gaithersburg	20878	Cable TV Mo /	Temp above ground cable line in front of subs home.
08/13/2001	Garrett Park	20896	Cable TV Mo /	Low hanging cable drop to house. First available appt is 8/24/01.
08/14/2001	Bethesda	20814	Cable TV Mo /	Low hanging cable line in residents yard. Corner 4501 Rosedale Av and 8305 Kentucky Ave. Sub was told the line would be corrected three weeks ago.
08/14/2001	Silver Spring	20910	Starpower	Construction started before an easement was granted by the home owner. This is an unusual situation. Starpower needs to meet with the association to gain access for an easement. Starpower told a residents that they would not be providing cable service because Ms. Grant didn't allow access to her property.
08/15/2001	Bethesda	20814	Cable TV Mo /	No pic/no sound. 8/10/01 a tree limb pulled on the utilities wire to subs home. The cable line is still hanging low. Scheduled appointment have been broken and now the system shows the problem was corrected 8/14/01. Sub still has no service and a low hanging drop.
08/15/2001	Gaithersburg	20878	Cable TV Mo /	See attached letter.
08/20/2001	Potomac	20854	Cable TV Mo /	Sub has an open ped with exposed wiring in his yard for the past 30 days.
08/20/2001	Bethesda	208173	Cable TV Mo /	Low hanging OH cable drop that crosses the street. 8/14/01 a tree fell striking all the utilities. All were fixed with 24 hours except the cable drop.
08/20/2001	Rockville	20853	Cable TV Mo /	Drop run through subs yard to feed a neighbor. Restoration is needed where the drop was placed underground.
08/22/2001	Burtonsville	20866	Cable TV Mo /	See attached letter.
08/22/2001	Silver Spring	20910	Cable TV Mo /	Low hanging cable line crossing the street in front of his home by the driveway. Follow-up 9/19/01: Resident re-connected with cable and was charged \$32.70 for A/O's that were already connected.
08/22/2001	Rockville	20854	Cable TV Mo /	Large hold between #9 and #10 Brookcrest Ct during a repair of a cut cable line. Verizon and Comcast are at odds as to who is responsible.
08/22/2001	Chevy Chase	20815	Cable TV Mo /	Last fall a telephone pole was replaced at this address. All companies have moved their wires to the new pole except Comcast. Calls to Comcast have gone unanswered. Resident wants the cable wire moved to the new telephone so Pepco can remove the old pole.
08/23/2001	North Potomac	20878	Cable TV Mo /	See attached letter.
08/23/2001	Rockville	20850	Cable TV Mo /	Resident has Ms Utility marking all over front lawn and newly planted ivy landscaping. Looks like graffiti. Construction has not yet begun, but no notice given regarding construction.

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08/27/2001	Germantown	20874	Cable TV Mo /	Ped in front yard is damaged. Because there is not a curb, the ped is continuously being backed over. Please place landscaping around ped that will minimize the chance of damage. Closed 10/9/01 Re-opened 11/16/01 Ped damaged again. Sub is requesting what was suggested by Comcast with the addition of shrubs in front of the concrete barricade. Please submit a drawing of proposed construction, thanks.
08/27/2001	Silver Spring	20906	Cable TV Mo /	Temp above ground cable coming from ped in front yard going around through the back yard to 8 Hathaway Ct.
08/28/2001	Gaithersburg	20878	Cable TV Mo /	See attached letter.
08/28/2001	Rockville	20852	Cable TV Mo /	Mr. Saulsbury (see prior complaints) stated that pedestal near his home has the top off and that mud is inside.
08/29/2001	Potomac	20854	Cable TV Mo /	Sub has had three service calls. All three has told the sub a line tech is needed. Additionally, there are low hanging cable line in her back yard. UPDATE 9/12/01 by Al Lister Sub reports that 3 TVs work when not connected to the digital box or her VCR. She is most angry because the first available appointment she was offered was 9/19. Also, the cable line in the back of her home is 8' off the ground.
08/30/2001	Bethesda	20817	Cable TV Mo /	Low hanging cable line that crosses the street. Residents have propped up the cable so cars don't pull it completely down. Calls to Comcast on 8/27 and 8/28 have not been unsuccessful. Sub was told by a CAE "what do you expect". Sub has no Cable TV as a result of the low hanging line.
08/30/2001	Bethesda	20817	Cable TV Mo /	See attached Letter.
08/30/2001	Rockville	20850	Cable TV Mo /	For two weeks there has been a low hanging cable line at subs house. Calls to Comcast have gone unanswered.
08/31/2001	Germantown	20874	Cable TV Mo /	Resident is not a cable subscriber yet she is picking up cable channels via her "rabbit ears". On channel 2 she has the cable menu. A doghouse is close to her house at 18514 Eagle's Roost Dr. Sub called Comcast and was told there's nothing that can be done because she is not a subscriber.
08/31/2001	Kensington	20895	Cable TV Mo /	Since 8/4/01 sub has called regarding a low hanging cable line that crosses Franklin St. The line has been tied to a tree so cars can pass under it. Call to Comcast have not resolved the problem.
08/31/2001	Boyds	20841	Cable TV Mo /	Temp line that goes across the street. Has been there for 6 to 8 weeks.
09/07/2001	Bethesda	20817	Cable TV Mo /	Fallen Cable pulled down by a truck. Laying in the street hanging of the pole. UPDATE by Al Lister 9/12/01 Sub reported that he has had no cable service since 9/5/01 when a truck pulled down (his drop ?) cable which is still hanging on a tree near the street.
09/17/2001	Silver Spring	20910	Cable TV Mo /	Ped in side yard was run over in Feb 2001. Wants ped fixed. Calls to Comcast have been unsuccessful.

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09/17/2001	Chevy Chase	20815	Cable TV Mo /	Cable line was pulled down by a large moving truck on 9/8/01. Cable line is hanging off the pole and draped along trees and in yard. Resident wants the cable line removed by Tuesday afternoon.
09/24/2001	Takoma Park	20912	Starpower	See attached letter.
09/26/2001	Rockville	20850	Cable TV Mo /	Temp drop runs above ground and across the street. Drop has been that way since May 2001.
09/26/2001	Rockville		Cable TV Mo /	Cable on roadway at Baederwood Ln.
10/03/2001	Rockville	20851	Cable TV Mo /	Complainant is the President of the Twinbrook Forest Condo Assoc. At 509 Meadowhall Dr. there is a temp drop that runs above ground to the ped.
10/08/2001	Silver Spring	20904	Cable TV Mo /	Down sub drop. 1st appt is 10/12/01 to repair.
10/08/2001	Boyd's	20841	Cable TV Mo /	Service was ordered than cancelled. Drop was still buried in the yard. Yard was not restored.
10/10/2001	Wheaton	20902	Cable TV Mo /	Temp feeder cable crossing townhouses in the 10700 block of Lester St.
10/12/2001	Wheaton	20902	Cable TV Mo /	A truck pulled down the cable line the address listed. Sub called Comcast but was switch around and than disconnected.
10/16/2001	Boyd's	20841	Cable TV Mo /	Temp Cable line running on top of the ground behind townhome. Also, a cable is just sticking up out of the ground to the side of the townhome.
10/18/2001	Kensington	20895	Cable TV Mo /	Sub drop from 9906 Old Spring Rd hanging down at telephone pole.
10/19/2001	Bethesda	20817	Cable TV Mo /	See attached letter.
10/23/2001	Silver Spring	20903	Cable TV Mo /	Customer reported that a cover is missing from a cable box at his apartment complex. There are also exposed cable wires in front of the building. He is not sure if the wires belong to Comcast or the phone company. Sub lives in Forest Park Apts. There are several peds missing tops and low hanging cable lines coming from the street to the buildings.
10/25/2001	Potomac	20854	Cable TV Mo /	Sub has had an above ground temp cable drop since 9/4/01. Wants drop buried.
10/25/2001	Brookeville	20833	Cable TV Mo /	Invisible dog fence cut. Was told 30 Days before it could be fixed.
10/26/2001	Silver Spring	20910	Cable TV Mo /	Low hanging cable lines crossing the street.
10/26/2001	Gaithersburg	20879	Cable TV Mo /	Temp cable drop above ground since June/July.
10/29/2001	Germantown	20874	Cable TV Mo /	New cable drop line was installed. Cable drop is exposed in several places and above ground in others.
10/31/2001	Silver Spring	20906	Cable TV Mo /	Temp feeder line for over one months crossing the street at his residents.

<i><b>Complaint Date</b></i>	<i><b>City</b></i>	<i><b>ZIP</b></i>	<i><b>Company</b></i>	<i><b>COMMENT</b></i>
11/06/2001	Damascus	20872	Cable TV Mo /	Exposed wires and power supply at ped.
11/06/2001	Bethesda	20817	Cable TV Mo /	Fuzzy picture. Additionally, exposed cable for two month in several placed.
11/08/2001	Silver Spring	20910	Cable TV Mo /	Resident has a low hanging cable drop to her home. Please remove. The Police stopped by her home and told her to have it taken care of.
11/14/2001	Silver Spring	20906	Cable TV Mo /	No notice prior to construction of a UG cable drop that crosses Mr. Gold's property as required.
11/15/2001	Rockville	20850	Cable TV Mo /	See attached letter.
11/20/2001	Kensington	20895	Cable TV Mo /	Low hanging cable line over driveway. School kids are pulling on it. Comcast was call and informed of the problem 11/14/01.
11/29/2001	Bethesda	20814	Cable TV Mo /	Low sagging wire on property. Customer requests either fix or remove line.
12/10/2001	Takoma Park	20912	Cable TV Mo /	See attached letter.
12/10/2001	Garrett Park	20896	Cable TV Mo /	Truck pulled the cable drop down 12/04. Sub was told that damage to side of house would be repaired by Comcast. This drop was not re-hung properly when sub complained in August 2001. That's why the cable drop was able to be hooked and pulled down again.
12/14/2001	Rockville	20855	Cable TV Mo /	Received a door hanger regarding construction in their yard. Resident would like to know exactly what construction will take place.
<hr/>				
<i><b>Total:</b></i> 198				

## Construction Issues 2002

<i>Complaint Date</i>	<i>City</i>	<i>ZIP</i>	<i>Company</i>	<i>COMMENT</i>
01/09/2002	Germantown	20874	Comcast	No notice for UG cable drop crossing property. See attached letter.
01/09/2002	Rockville	20853	Comcast	Temp line running across lawn.
01/15/2002	Silver Spring	20905	Comcast	Resident has a temp jumper running in front of her house.
01/23/2002	Kensington	20895	Comcast	Low hanging cable line at the home of Linda Parker. Her mother called to report the problem. This problem has been reported three times.
01/30/2002	Boyd's	20841	Comcast	See attached email.
01/31/2002	Rockville	20853	Comcast	UG vault top broken. System shows that the problem was fix 1/30/02. It was not. It has been this way for 2 months.
02/05/2002	Bethesda	20816	Comcast	Cable line hanging down in the street. High wind pulled the cable off the house and line is dangling in the street.
02/06/2002	Gaithersburg	20879	Comcast	See attached email.
02/08/2002	Damascus	20872	Comcast	Drop line was cut 1/25/02. Verified by 1/26/02. Was told today that the drop will be completed on or before 2/21/02. Miss Utility was out on 2/6/02. Locates are done.
02/27/2002	Silver Spring	20904	Comcast	Old Complaint # 1092 regarding restoration of lawn. Mr. Falvello wants reimbursement for his personal cost to correct lawn damage. See attached older complaint and billing statement from restoration provider.
02/28/2002	Rockville	20852	Comcast	Resident has a CATV dog house on her property that is 6' away from her house. Attached is a plat of her property. She notified Comcast by never received an acknowledgement of any kind to her complaint. Resident feels that the equipment is on her property and not in the right-of-way or PUE.
03/06/2002	Germantown	20876	Comcast	Complainant is the site manager for Brandermill. Exposed orange cable for 6-8 months in front of 20010 - 20018 Appledowre Cir.
03/15/2002	Takoma Park	20912	Comcast	Her yard was dug up while Comcast fixed a damaged line caused by a water main break. The lawn was damaged and no one has fixed it.
03/18/2002	Burtonsville	20866	Comcast	In front of this TH in the common area, (green grass) there is a long orange cable that is draped on the sidewalk through a fence and then along the sidewalk again between two cable boxes. This gentlemen has called on 4 different occasions to have it buried since December and it is still above ground. One of the boxes is also not secured and the lid is only half way on.
03/25/2002	Burtonsville	20866	Comcast	No notification prior to construction.

<i>Complaint Date</i>	<i>City</i>	<i>ZIP</i>	<i>Company</i>	<i>COMMENT</i>
03/27/2002	Silver Spring	20906	Comcast	Exposed cable lines on property. Please call Mr Levin so he can explain where the exposed lines are located.
04/03/2002	Bethesda	20817	Comcast	Inspection report #C4293 filed 2/8/02. Loose hanging cable wiring at 8609 - 8611 Flower Av. Still there. Nothing has been done to correct the filed inspection report on 2/8/02.
04/04/2002	Rockville	20853	Comcast	Cable drop only one inch below ground. Needs new drop after cut drop was spliced. Dec 2001, sub was told he had a bad modem. It took four times for the modem was swapped out.
04/08/2002	Poolesville	20837	Comcast	Temp jumper in front of house. It has been there for six (6) months.
04/11/2002	Potomac	20854	Comcast	See attached letter.
04/12/2002	Bethesda	20817	Comcast	Downed cable wire that has been draped over the fence. Line is at the rear corner of the complainant at Thoreau Dr and Woodhaven Blvd. Sub has called Comcast at least three times over the past six months and the problem has not been corrected.
04/22/2002	Chevy Chase	20815	Comcast	Sub needed a new cable drop. No Service since 4/5/02. Cable drop was running through the creek on Chevy Chase CC. Comcast told sub that Jerry Schiro, Chevy Chase Village Manager, needed to be contact before any work was to be done. Mr. Schiro has not yet been contacted. Jane Lawton has been in touch with Catherine Mosley.
04/22/2002	Bethesda	20817	Comcast	Original Complaint #3172. See attached email for current issue.
04/23/2002	Rockville	20853	Comcast	Sub had the drop cut and was told by Comcast that someone would be out on Saturday 4/20/02 to repair the cut. No one ever showed. Sub stated that the Drop was finally spliced today 4/23/02.
04/23/2002	Potomac	20854	Comcast	Sub has waited for over 4 weeks for a cable drop line to be installed. Twice tech have come out to install service only to discover that the cable drop has not been installed.
04/23/2002	Bethesda	20817	Comcast	Resident is not a current subscriber. The overhead cable drop has become detached from the house and is hanging low. The resident does not want the line removed, just reattached to the house. She has called twice to no avail.
04/24/2002	Olney	20932	Comcast	Tech had the pedestal open on Sunday and never closed it properly when he left.
04/25/2002	Rockville	20854	Comcast	Doghouse was replaced with an upgraded doghouse cable box. The grass around the box is removed. Please replace with sod. Seed will not grow due to a large shade tree.
04/26/2002	Silver Spring	20910	Comcast	Truck pulled down a mid-span drop to residents home. It is attached to his home but detached from the pole.
05/01/2002	Derwood	20855	Comcast	Phone line was cut during new installation of new cable drop in Sept. 01. Please see attached letter and contact complainant.
05/09/2002	Bethesda	20817	Comcast	Cable line running across their from lawn for eight month.
05/09/2002	Potomac	20854	Comcast	Jumper on property that runs across the street to another cable box. Has been there several weeks.



<i>Complaint Date</i>	<i>City</i>	<i>ZIP</i>	<i>Company</i>	<i>COMMENT</i>
05/09/2002	Olney	20832	Comcast	Digging in front yard with no notification of Miss Utility. Poor restoration after completion. Ground is not even.
05/10/2002	Silver Spring	20904	Comcast	Resident has been trying since 3/1/2002 to get cable service. Three times tech have been out and each time the tech has explained there is no cable drop run. Complainant has now received a bill but still does not have service.
05/13/2002	Spencerville	20868	Comcast	Cut cable line 4/25/02. Comcast has not repaired the line.
05/17/2002	Spencerville	20868	Comcast	Has been trying for weeks to get installed. CTI was at the home today and told the resident the cable drop couldn't be run because the final grade had not been done.
05/24/2002	Bethesda	20814	Comcast	Downed cable drop on residents property. Complainant called Comcast 5/22/02 when the drop came down.. CAE told the resident that it was not their responsibility. Resident wants the drop removed ASAP.
05/29/2002	Chevy Chase	20815	Comcast	Coiled up Cable wire at the base of the telephone pole in front of his home. PEPCO has verified that it is coaxial cable wire. Complainant has called Comcast twice and still the cable remains. It has been there for 6 to 8 months.
05/30/2002	Bethesda	20816	Comcast	Broken tree limb laying on OH cable line.
06/05/2002	Potomac	20854	Comcast	Tap was cut in at closest pole to residents home. Was told by Comcast that an OH to UG cable drop was needed due to the distance to the house. Comcast placed an OH drop to the house. Resident now has a long OH drop that hangs down low to the house and still has no service. Resident has been calling for two months to straighten out the problem. No one calls back or updates the status.
06/05/2002	Montgomery Village	20886	Comcast	Above ground cable jumper on Dry Ridge Rd. Has been there for several weeks. Complainant works for the Montgomery Village Foundation.
06/10/2002	Bethesda	20817	Comcast	Several feet of exposed cable at the corner of 8300 Still Spring Ct and Fenway Rd in Bethesda.
06/12/2002	Silver Spring	20902	Comcast	See attached letter.
06/17/2002	Brookeville	20833	Comcast	Sub has been without cable service for over a week. Three broken service appointments. Was told there is a cut feeder on New Hampshire Ave.
06/27/2002	Gaithersburg	20878	Comcast	Comcast construction work in front of her house. Cable line was cut 6/20/02 with the cable sticking up out of the ground. Sub has no service and can't get a straight answer from Comcast as to when the repair will be done.
06/27/2002	Potomac	20854	Comcast	Comcast construction six weeks. Dead grass and paint on the sidewalk. Sub has called Comcast twice and was told someone will be out to investigate. The second time sub called he was told there was no record of him ever calling.
06/27/2002	Gaithersburg	20879	Comcast	Open power supply on property has been open for over a year. Repeated calls to Comcast have gone unanswered.

<i>Complaint Date</i>	<i>City</i>	<i>ZIP</i>	<i>Company</i>	<i>COMMENT</i>
06/28/2002	Damascus	20872	Comcast	UG drop run installed in subs yard. Sub is already an active cable subscriber with an OH drop. A section of his downspout was disconnected and placed aside. Sub wants to know why a UG drop was installed in his yard and his downspout disconnected.
07/09/2002	Takoma Park	20912	Comcast	Loose cable wires at 8408 & 8409 Greenwood Ave, Takoma Park. Complainant has called several times to have this corrected.
07/10/2002	Germantown	20874	Comcast	Feb 2002 service installed. Sub has a crack in his driveway, where the cable was placed underneath, that he wants fixed.
07/16/2002	Silver Spring	20906	Comcast	Large truck pulled drop the OH cable drop. Sub has no cable service.
07/18/2002	Montgomery Village	20878	Comcast	Cable company just marked up his yard in the front. His easement is located in the back of his house not the front where the markings are? Please call him ASAP.
07/19/2002	Germantown	20874	Comcast	No cable service since 7/14/02. Service call set-up but no show. Sub called and was told no service call was ever set-up.
07/22/2002	Garrett Park	20896	Comcast	Cable line was pulled down and detached from the house. Cable drop line is hanging in the yard and sub does not have any cable reception.
07/24/2002	Chevy Chase	20815	Comcast	Last week of June, Comcast construction dug in his front yard. No prior notice was given as required. Poor restoration work.
07/25/2002	Bethesda	20817	Comcast	Cable drop line cut. Denise Clemons (301-941-8914) called on behalf of the resident. Ms. Clemons is the property manager.
07/30/2002	Potomac	20854	Comcast	Low hanging wire at 11016 Stanmore Dr. Sub has called Comcast several time since May to have corrected.
07/30/2002	Germantown	20874	Comcast	Cable service installed 6/21/02. Was told that the cable drop line would be buried within two weeks. Line is still not buried.
07/31/2002	Gaithersburg	20878	Starpower	See attached email.
08/01/2002	Gaithersburg	20878	Comcast	On Monday, 7/29/02, Comcast dug in complaints yard by mistake. The w/o was for his neighbor. Sub stated Tru-Green will charge to properly repair his lawn.
08/08/2002	Potomac	20854	Comcast	Comcast did construction work in sub's yard without required notification. Yard needs restoration. Sub called and was told someone will call him back. No one did.
08/12/2002	Rockville	20850	Comcast	Cable line hanging down in driveway. Sub has called three times to no avail.
08/12/2002	Rockville	20853	Comcast	Temp line running across sidewalk. Not attached, no hazard cones.
08/12/2002	Damascus	20872	Comcast	Large Comcast truck drove on his property in his yard. No prior notification given to work being done.
08/19/2002	Rockville	20850	Comcast	Above ground white cable line running down the street.

<i>Complaint Date</i>	<i>City</i>	<i>ZIP</i>	<i>Company</i>	<i>COMMENT</i>
08/20/2002	Burtonsville	20866	Comcast	Sub has been without service for 20 days. Digging in her yard for a neighbors cable resulted in a service interruption. When sub calls, she is told that a supervisor needs to call back and set-up an appointment. Her yard is still dug up and she has no cable service yet she has received a bill that she has been told she needs to pay. When sub asked about credit, she was told that credit will take at least six weeks to process.
08/20/2002	Montgomery Village	20886	Comcast	Customer has not had service in over a week. She needs to be scheduled for a service call ASAP. Also needs credit for the time without service. There is also a line above ground that needs buried.
08/21/2002	Potomac	20854	Comcast	Signed up for a promo for cable service that offered \$39.95 per month for the first three months. Has received a bill for \$159. Also, above ground cable line in yard for over one year.
08/26/2002	Sandy Spring	20860	Comcast	Tree branch knocked down and pulling on cable line. Long hold times on telephone.
08/27/2002	Brookeville	20833	Comcast	Above ground Temp cable drop for over three weeks. Construction done in yard several weeks ago and no restoration has been done.
08/30/2002	Germantown	20874	Comcast	Poor reception, weak signal, exposed cable in the community. Please contact complainant.
09/03/2002	Potomac	20854	Comcast	Cable drop for 8910 River Rd will cross complainants property. Sub states there is no PUE or right-of way for this property. Sub provided a plat.
09/04/2002	Potomac	20854	Comcast	Poor reception. Told it is a signal problem. Temp cable drop hanging over a fence.
09/05/2002	Potomac	20854	Comcast	Cable and Internet service went out 9/4/02. First available appointment is 9/10/02. Above ground temp cable drop for over four months running to subs home.
09/09/2002	Silver Spring	20904	Comcast	See attached email.
09/09/2002	Rockville	20852	Comcast	Sub service was disco'd in error when her new neighbor's cable was installed. Sub did not receive the promised one month credit for the trouble. Additionally, her cable line was splices into the neighbors line on the side of the building. The tech told her this would be fixed but it has been over one month.
09/13/2002	Silver Spring	20905	Comcast	Comcast did construction in his yard in the spring and again several weeks ago. The yard has never been repaired. Please restore.
09/23/2002	Germantown	20874	Comcast	UG cable drop run installed 9/20/02 for complainants neighbor. UG drop went through the yard and under the driveway. No restoration was done to the grass and the driveway has a crack with a heave where the cable drop was place.
09/23/2002	Germantown	20874	Comcast	UG cable drop run installed 9/20/02 for complainants neighbor. UG drop went through the yard and under the driveway. No restoration was done to the grass and the driveway has a crack with a heave where the cable drop was placed. His drop was cut in the process and sub couldn't get through on the phone to notify Comcast.

<i>Complaint Date</i>	<i>City</i>	<i>ZIP</i>	<i>Company</i>	<i>COMMENT</i>
09/24/2002	Montgomery Village		Comcast	Citizen called to report that neighbor around corner near him had to have cable replaced (near silver box). Comcast apparently did work around 8/24/02 and told neighbors that they would be back to clean up, put sod down, etc. No one has ever come back. Mr. Perkins had to contact this office over a year ago about another issue in spite of numerous calls to Comcast. He decided to call this office first this time.
09/25/2002	Rockville	20850	Comcast	Cable drop was cut when utility work was being done in the neighborhood 9/6/02. Sub called and was told the first available date to replaced the drop and restore service was 9/30/02.
10/03/2002	Potomac	20854	Comcast	Exposed temp cable line running above ground. Sub was told the drop would be buried 10/1. A child tripped and was hurt. When sub called Comcast, he was permitted to talk to a supervisor.
10/03/2002	Potomac	20854	Comcast	Low hanging OH drop four feet off the ground. Sub has call Comcast for the past three weeks.
10/04/2002	Rockville	20850	Comcast	Above ground temp cable drop since 9/16/02.
10/14/2002	Wheaton	20902	Comcast	Low hanging drop line to sub house. Sub called Friday, Saturday & Sunday. Now a truck has pulled down the line and sub is without cable.
10/15/2002	Poolesville	20837	Comcast	Construction was done 9/10/02. Since that time a hole has been left in the front yard with cable sticking out.
10/16/2002	Bethesda	20817	Comcast	Above ground cable line running across front yard. Cable is now rolled up and attached to the telephone pole. Pepco has been out and determined it is not their line. The cable has been there for three months.
10/16/2002	Potomac	20854	Comcast	Sub had a new UG cable drop line installed that needs to be buried. It was placed above ground 8/23/02.
10/18/2002	Silver Spring	20902	Comcast	Downed telephone pole 10/15/02. No pic/no sound. Pepco replaced the pole 10/15/02. Cable lines are down.
10/23/2002	Potomac	20854	Comcast	Sub states that what appears to be a back-up power supply unit was installed in the easement at 12508 Grey Fox Lane, Potomac. It has been six months, the unit is open and has not been completed. Complainant has called Comcast a number of times. Comcast told the sub the unit does not belong to Comcast and has denied placing the unit in the easement. The sub called the manufacturing company of the unit, gave them the serial number and the company told the sub that the unit was sold to Comcast. Because Comcast has no record of the equipment, the sub thinks the unit was placed in the easement in error.
10/28/2002	Kensington	20895	Comcast	Complainant is not a subscriber. Cable lines hanging down at the following addresses: 3123 McComas Av - 4 wires hanging down, sub there has called five times. 3122 McComas Av - cable line hanging down, has been fastened to a fence. The telephone pole next to 3123 McComas Av was struck by a car over a year ago.
11/04/2002	Derwood	20855	Comcast	Sub converted all OH utilities to UG. Sub needs a UG drop cable line to house and the OH line removed. Sub has been trying to get this done since September. Closed 11/7/02 Re-opened: 11/13/02 Sub received a letter stating that the UG work had been completed 11/5/02. Sub called explaining the closure letter is inaccurate. No UG work has been done as of 11/13/02.

<i>Complaint Date</i>	<i>City</i>	<i>ZIP</i>	<i>Company</i>	<i>COMMENT</i>
11/05/2002	Rockville	20854	Comcast	See attached email.
11/06/2002	Silver Spring	20906	Comcast	UG cable drop above ground that needs to be buried. Has been this way since 10/25/02.
11/13/2002	Potomac	20854	Comcast	See attached email.
11/15/2002	Potomac	20854	Comcast	Above ground temp cable drop that feeds 7509 Cuddle Harbor Ln.
11/18/2002	Gaithersburg	20878	Comcast	See attached email.
11/20/2002	Rockville	20850	Comcast	Construction work by Comcast along Grand Champion drive has not been restored properly.
11/21/2002	Kensington	20895	Comcast	Low hanging OH cable drop that crosses the street and sidewalk. Sub has reported the problem twice.
11/27/2002	Germantown	20874	Comcast	See attached email and map showing the location.
11/29/2002	Bethesda	20817	Comcast	Temp cable above ground on either side of complainant's home.
11/29/2002	Gaithersburg	20882	Comcast	Above ground orange cable running across his yard and driveway since 10/2/02..
12/06/2002	Sandy Spring	20860	Comcast	See attached email. 1/3/03 re-opened complaint, was scheduled to have cable buried 12/22. Cable is still stretched across yard, bushes, wall and driveway. Daily calls to Comcast personnel have gone unreturned.
12/06/2002	Silver Spring	20902	Comcast	Truck pulled down OH cable drop line 12/4/02. First appointment is 12/11/02. Line is currently in the road.
12/26/2002	Silver Spring	20910	Starpower	Construction on Michigan Ave without notice. Residents want to be assured restoration will be accomplished when construction is completed.
12/26/2002	Silver Spring	20910	Starpower	Construction on Michigan Ave without notice. Residents want to be assured restoration will be accomplished when construction is completed.
12/26/2002	Silver Spring	20910	Starpower	Construction on Michigan Ave without notice. Residents want to be assured restoration will be accomplished when construction is completed.
12/26/2002	Takoma Park	20912	Comcast	County code Inspector told the sub that the cable TV wiring on the side of the house needs to be secured.
12/27/2002	Germantown	20874	Comcast	Large hole behind complainant's townhouse unit since before October.

**Total:** 109

## Construction Issues 2003

<i>Complaint Date</i>	<i>City</i>	<i>ZIP</i>	<i>Company</i>	<i>COMMENT</i>
01/02/2003	Gaithersburg	20878	Comcast	Sub pays electronically. His November payment has not been posted. Ped in front yard was run over by a car. Wait 35 minutes for Comcast to answer the phone.
01/03/2003	Gaithersburg	20879	Comcast	Cable has been exposed since October 2002. Has been told various times by customer service they are waiting for Miss Utility. She wants the cable buried ASAP because neighbor kids are playing with it. The cable box where the cable needs to be buried is at the neighbors house to her left if you are facing her home.
01/08/2003	Barnesville	20838	Comcast	No pic/no sound/no Internet from 12/18/02 to 1/3/03. Truck that completed the repair ran over sub front lawn leaving deep ruts.
01/17/2003	Chevy Chase	20815	Comcast	No notification prior to scheduled construction. Construction crew told complainant that a guy wire needs to be installed. Crew told complainant that there is a better, more esthetic way but the Comcast w/o lists a different way. The complainant want the better way of installation the guy.
01/29/2003	Silver Spring	20910	Comcast	City of Takoma Park recreation center at 7315 New Hampshire Ave. The rear of the building has a low hanging cable line. Takoma Park has called Comcast who advised a service tech would be out Friday, 1/24/03. Cable line is still hanging low.
02/06/2003	Gaithersburg	20878	Starpower	Complainant states that Starpower continually cuts the Comcast cable drop to her home.
02/06/2003	Boyd's	20841	Comcast	In September 2002 Comcast installed a above ground temp cable drop to subs home. Sub has been trying since then to have the drop buried.
02/10/2003	North Potomac	20878	Comcast	See attached email. Temp drop.
03/10/2003	Rockville	20850	Comcast	Code enforcement reported loose hanging cable wiring located at 516 Thayer Ave, Silver Spring.
03/19/2003	Boyd's	20841	Comcast	See attached email. Cable drop issue.
03/25/2003	Potomac	20854	Comcast	See attached letter. Exposed cable lines/email access through comcast.net
03/25/2003	Gaithersburg	20878	Comcast	Open pedestal between 9647 and 9649 Athens Place, Gaithersburg. Sub has called Comcast but the ped is still open.
03/28/2003	Gaithersburg	20877	Comcast	Above ground cable behind 52 Anna Court running to Victory Farm Drive. The cable has been above ground for two years.
04/01/2003	Bethesda	20817	Comcast	See attached email. Temp drop not buried.
04/09/2003	Gaithersburg	20878	Comcast	Service established to a cottage on the property listed. The cottage is listed as 821-A Inspiration Ln. Temp drop above ground and lawn/scrub damage that has not been corrected for over a year.
04/10/2003	Bethesda	20817	Comcast	See attached letter. Satellite line cut.

<i>Complaint Date</i>	<i>City</i>	<i>ZIP</i>	<i>Company</i>	<i>COMMENT</i>
04/14/2003	Takoma Park	20912	Comcast	Above ground temp cable drop lines needs to be buried.
04/14/2003	Germantown	20876	Comcast	See attached email. Exposed cable line issues.
04/16/2003	Rockville	20852	Comcast	Sub news a new cable drop to the house. Sub has been waiting since October 2002 for a new drop.
04/18/2003	Germantown	20874	Comcast	Temp line above ground that needs to be buried and lawn damage that needs restoration. No notification before scheduled maintenance.
04/18/2003	Rockville	20851	Comcast	On 4/3/03 Beltway Cable was placing a grounding rod in by the telephone pole at the above address. In the process a water line was ruptured. The break was repaired but no restoration was done to the residents property. The sub has called numerous times and was told by Comcast that Comcast will correct the lawn damage. Sub continues to be told that a Comcast representative will call her back. The sub has never received a return call to correct the lawn damage.
04/22/2003	Boyd	20841	Comcast	See attached letter. Temp cable drop.
04/30/2003	Rockville	20850	Comcast	Sub states construction on property is not in the easement.
05/01/2003	Rockville	20853	Comcast	Cable drop was interior wiring instead of exterior wiring. Wiring attached to house incorrectly.
05/05/2003	Rockville	20850	Comcast	Sub states construction on his property to provide cable service to 22 Watchwater Wy is on private property and the easement is in the asphalt.
05/06/2003	Damascus	20872	Comcast	Complainant states Comcast used a sub-pole on complainants property to provide OH/UG cable service to a neighbors by running the cable under the driveway and on private property.
05/08/2003	Rockville	20853	Comcast	Construction work in subs yard 5/7/03. Sub would like to when restoration to the grass will done.
05/15/2003	Takoma Park	20912	Comcast	The riser molding that covers the exterior cable hat is attached to the side of the building needs replacing at addresses 8624 and 8626 Flower Ave. Please contact Debbie Connor who is the resident manager.
05/16/2003	Germantown	20875	Comcast	See attached letter. Exposed cable wiring.
05/19/2003	Gaithersburg	20878	Comcast	See attached email. Exposed drop.
05/21/2003	Fairfax	22033	Comcast	Complaint is the management company for Saddle Ridge Condos, 2000 Derby Ridge Ln, Silver Spring. May 2002 construction was done on site to correct cable wiring. When the work was completed the used cable wire was removed and dumped in the woods behind the property. Complaint has been calling Comcast twice a week for the past year to have the wiring cleaned out of the woods.
05/22/2003	Kensington	20895	Comcast	Loose hanging cable line at the corner of McComas Av and McComas Ct. Lines goes diagonal from the OH wiring into the ground.

<i>Complaint Date</i>	<i>City</i>	<i>ZIP</i>	<i>Company</i>	<i>COMMENT</i>
06/02/2003	Gaithersburg	20879	Comcast	Customer has been having CHSI& Cable problems for the past 3 months. Many technicians have been to the home, but on April 24th the tech read the signals coming into the home and said they were dealing with a bad line. His drop needed to be replaced because the shielding had been cut years earlier. It would be replaced by May 22nd. The drop has never been replaced, no one in customer service can tell if that has ever been booked. He is very irritated that no one can give him a straight answer? Why is it taking so long for a drop?
06/03/2003	Bethesda	20817	Comcast	Yesterday Ms. Utility marked his yard with orange lines. The lines go way beyond the right of way. He does not want any digging to take place until someone speaks with him concerning this.
06/10/2003	Rockville	20850	Comcast	On May 20th customer had a temporary drop laid above ground. Tod it would be buried in 2 weeks. Called company at 2 weeks and it was never booked. Still doesn't believe CAE booked the call. Also customer was scheduled for an appointment, called in to see where tech was and was told that all appt.'s were cancelled due to outages. Was never called? Cannot cancel appointment without a call.
06/10/2003	Takoma Park	20912	Comcast	Phone pole in front of subs house has cut cable wires hanging down that are now looped and marked with a Pepco caution sticker. Sub has called twice.
06/12/2003	Germantown	20876	Comcast	See attached email. Exposed UG cable wires.
06/16/2003	Silver Spring	20904	Comcast	Work done on the pedestal in subs front yard has been not been completed. The ped and shrubs were unearthed 6/6/03.
06/18/2003	Potomac	20854	Comcast	Temp line placed during installation of CHSI several weeks ago. Line has not been buried.
06/19/2003	Potomac	20854	Comcast	See attached email. Temp lines in cul-de-sac.
06/26/2003	Silver Spring	20905	Comcast	Resident wants to make sure Comcast restores his yard after construction work is completed.
06/27/2003	Potomac	20854	Comcast	Sub was told five/six weeks ago a new drop is needed. Sub is still waiting.
07/07/2003	Potomac	20854	Comcast	Since 6/30/03 cable lines are down at the corner of Meriden and Newhall Reds. Cable lines are hung over tree at 9920 Meriden Rd.
07/11/2003	Chevy Chase	20815	Comcast	WSSC accidentally cut the cable drop to subs home on 6/30/03. Sub has called and WSSC has called and cannot get Comcast to respond and restore service.
07/17/2003	Germantown	20874	Comcast	Customer is upset concerning orange spray paint that was put in her back yard. When she spoke with Hyacinth (CAE) she was told they only spray in the ROW and was rude with customer. Customer got out her property markers and it was clearly in her yard. She does not want a neighbors cable running through her back yard, they can run it in the common area for the TH section. Please call her to discuss issues.
07/18/2003	Boyd's	20841	Comcast	Please complete the ped installation in subs yard. Please attach the cable wiring to the subs house. Sub also waited today for a tech to pick-up his digital box. Sub was outside waiting for the tech. When the sub went inside his home there was a message explaining a new appointment needs to be made to pick-up the digital box. When the sub called to ask why he was told that because he did not answer the phone the appointment was cancelled.



<i>Complaint Date</i>	<i>City</i>	<i>ZIP</i>	<i>Company</i>	<i>COMMENT</i>
07/18/2003	Takoma Park	20912	Comcast	Cable line that is hanging over other wiring. Cable line hangs over residents yard, driveway and a neighbors yard.
07/23/2003	Boyd's	20841	Comcast	Poor reception. A Temp jumper was run 6/16/03. Temp line has not been buried and the reception is still poor.
07/29/2003	Potomac	20854	Comcast	Since 5/28/2003, over 100 yards of above ground cabling has not been buried. Sub was given several dates that the cable would be buried.
08/13/2003	Bethesda	20816	Comcast	On 4/8/03 lightning struck a tree pulling down the utility lines and starting a fire. On 4/10/03, a Comcast tech came out to the house and explained to the sub that the fire had damaged the cabling. Since that time the sub states he has been contacting Comcast to have his reception fixed. He has continued to be billed for services he does not have. Supervisor Kim refused to have the charges removed.
08/18/2003	Gaithersburg	20877	Comcast	Greenfields at Brandermill property manger called. Temp line across the sidewalk behind 11317 Hawks Ridge Terrace and 11466 Fruitwood Way in Germantown.
08/26/2003	Silver Spring	20905	Comcast	No notification prior to a cable drop being installed for a neighbor that ran across complainants property. Contractor used complainants driveway to park equipment. Grass is dead where construction was done.
08/27/2003	Bethesda	20816	Comcast	An appointment was made 3 weeks ago for Comcast to pull cabling through a conduit for several new homes at the above address on 8/26/2003. No one showed up. 10/20/03- Comcast never finished the job. The cables are loose on the side because no cover was installed. The UG cable has filled up with water. Needs fixed!
09/02/2003	Gaithersburg	20882	Comcast	Customer has a telephone pole in his yard and twice now someone keeps cutting his UG dog fence. He has called CAE's twice and was told a supervisor would call back and he has yet to receive a call. Wants to be reimbursed for the damage. See attached invoices (\$225.00)
09/02/2003	Rockville	20850	Comcast	Square Cable box placed in yard after the upgrade is crooked. Sub has been trying for years to have the box straightened and shrubbery placed around the structure by Comcast as outlined in the Comcast Pedestal Policy updated September 2000.
09/03/2003	Potomac	20854	Comcast	Since 6/23/2003, above ground temp drop that needs to be buried.
09/08/2003	Rockville	20852	Comcast	See complaint #3829 02/28/2002. States the CATV dog house was removed from her yard but the wiring was never relocated. Complainant placed a bush in the area where the doghouse was removed. Comcast dug-up the bush to make repairs for neighbors cable. Please look into this and make the necessary corrections.
09/09/2003	Bethesda	20817	Comcast	Temp line above ground since April 2003 needs to be buried.
09/10/2003	Rockville	20852	Comcast	See attached email.

<i>Complaint Date</i>	<i>City</i>	<i>ZIP</i>	<i>Company</i>	<i>COMMENT</i>
09/15/2003	Silver Spring	20901	Comcast	Complainant stated that over weekend Comcast installed his neighbor's drop cable in such a way that it crossed his property. The installation has left a trench. Mr. Simpson also stated that when he called Comcast on 9/14/03 to complain about this he was told that he would have to write a letter first. Update 9/23/03 Mr. Simpson called to say that he received call from Mr. Odell (3-294-7772) in response to this complaint but he has called back 3 times without receiving a call back. Mr. Simpson states further that the one message he did receive indicated that Comcast would send out a person on Oct 14 to restore lawn damage but did not address the issue of the cable to his neighbor's home allegedly being on his property. Mr. Simpson also wants to be present when Comcast personnel perform work on his property.
09/16/2003	Burtonsville	20866	Comcast	Above ground temp drop that runs across the driveway and through the yard. The neighbor who had service has moved out and the new tenants have a satellite dish. The temp line may just need to be removed.
09/16/2003	Silver Spring	20910	Comcast	Down cable line for the last eight months. Low hanging lines in the cul-de-sac.
09/29/2003	Potomac	20854	Comcast	Sub wants someone to contact him regarding the above UG temp drop that runs across his property. Sub wants someone to contact before any work is done to bury the cable.
09/30/2003	Bethesda	20817	Comcast	Please contact complainant regarding exposed UG cabling in his development.
10/02/2003	Wheaton	20902	Comcast	Above ground temp jumper in the 2300 to 2400 hundred block of East Gate Dr.
10/22/2003	Takoma Park	20912	Comcast	The City Of Takoma Park has been contacting the Customer Service department for the last month concerning a downed line at the corner of Sligo Creek Pkwy and Cherry Av. CAE's say that someone will be out and it never gets resolved.
10/27/2003	Clarksburg	20871	Comcast	Sub has been trying to get service installed. Sub has been told a road bore is needed. Installation techs have been scheduled only to tell the sub the road bore has not been done.
11/10/2003	Rockville	20850	Comcast	See attached email from sub describing unsuccessful efforts to fix slow down in CHSI prior to 9/26 & temp drop since 10/7 Closed: 11/21/2003 Re-Opened: 12/30/2003 Cable drop was replaced and CHSI speed has not changed. No follow-up from Comcast, only a closure letter. Sub has called several times with only one return call explaining that an additional return call is necessary.
11/12/2003	Kensington	20895	Comcast	See attached email.
11/12/2003	Silver Spring	20905	Comcast	See attached email.
11/14/2003	Silver Spring	20910	Starpower	Since Hurricane Isabel there has been a low hanging cable drop line running from the street to the home. Please remove. Sub has called many time with this request.
11/20/2003	Silver Spring	20904	Comcast	Exposed cable line running above ground over subs property at the intersection of Deerhead Ct and Autumn Dr. Sub called over a month ago and was told it would take 10 days to bury. Cable has been above ground for over 2 months.

<i>Complaint Date</i>	<i>City</i>	<i>ZIP</i>	<i>Company</i>	<i>COMMENT</i>
11/21/2003	Gaithersburg	20878	Comcast	Resident is not a subscriber. Two Comcast trucks were working on the ped in front of complainants house on Tuesday 11/18/2003. When the techs were done they did not repair the damage that was done due to the work at the ped. Sub has called Comcast several times and her calls are not being returned. Closed: 12/5/2003 Re-Opened: 1/20/2004
12/04/2003	Rockville	20855	Comcast	Complainant is a property manager for Community Association. Complainant states that Comcast has unfinished construction on Scenery Dr between Middlebrook and Septre Rd in Middlebrook Manor South development Germantown. The hole was dug in August. Additionally, there is un-completed construction behind 12605 Black Saddle Dr in the Old Seneca Woods development.
12/04/2003	Burtonsville	20866	Comcast	Complainant states that when new UG drops are installed, the contractor is not following the common property line. Her lawn is dug up for new cable drops.
12/08/2003	Rockville	20854	Comcast	No advance notice prior to the start of construction in his yard today. Tree roots to be cut without proper notice. Poor quality of workmanship in the construction being done in his yard. The loss of reception to his cable TV service.
12/16/2003	Damascus	20872	Comcast	Intermittent reception. Temp cable line running across the street on Kingstead Road since November. Sub has called many times without a Comcast response.
12/22/2003	Damascus	20872	Comcast	Intermittent reception. Above ground cable crossing the street that has been hit by the snow plow. Sub has complained to Comcast with no results. Sub wants to know why a Tech was dispatched to his home without notification and what was the Tech doing there. Sub states he wants to be treated fairly by Comcast and is demanding a return call within 24 hours.

***Total:*** 78

## Construction Issues 2004

<i>Complaint Date</i>	<i>City</i>	<i>ZIP</i>	<i>Company</i>	<i>COMMENT</i>
01/05/2004	Gaithersburg	20877	Comcast	No pic/no sound. Above ground temp cable line running across subs walkway. Sub states she tripped and fell on the cable line.
01/05/2004	Potomac	20854	Comcast	Above ground temp drop since September when complaint #6090 was filed.
01/05/2004	Silver Spring	20902	Comcast	Open ped with above ground temp wire running of across subs townhouse area. Wires have been there several months.
01/07/2004	Damascus	20872	Comcast	Customer moved in a new house in December. Everytime he calls in he gets a different dat ethat service will be available to his home. Can someone please call him and give him an accurate estimate of completion. He understands delays due to weather etc ...
01/13/2004	Burtonsville	20866	Comcast	See attached email.
02/02/2004	Potomac	20854	Comcast	See attached email. Closed: 02/15/2004 Re-Opened: 03/31/2004 See attached note.
02/02/2004	Olney	20832	Comcast	See attached letter.
02/12/2004	Takoma Park	20912	Comcast	A cable drp to service 8002 Carroll Av is running down a telephone pole and across his yard and through his yard into his bushes. He was never notified that the cable was being laid in his yard. He wants the cable removed ASAP, or he will remove it himself. 4/20/04- As of today the cable has never been buried. He needs to cut his lawn and needs the cable removed immediately.
02/13/2004	Brookeville	20833	Comcast	Sub was told 1/22/04 that a new drop was needed from the ped to their house.
02/17/2004	Silver Spring	20903	Comcast	A neighbor of the complainant has an underground drop for cable service scheduled. The last time a neighbor had a UG drop installed the complainants yard was disturbed. Mr. Simpson is requesting that when the drop is run the drop is placed at a 90 degree angle to the townhomes and not a 45 degree angle that was done last time. The 90 degree angle would not disturb his yard. Mr. Simpson called Mr. O'Dell several times without a return call before contacting our office.
02/23/2004	Burtonsville	20866	Comcast	Comcast UG repair work in the easements without restoration.
02/26/2004	Germantown	20874	Comcast	Exposed orange and temp cabling behind subs building. Lakeview Condos, Winfield Dr and Father Hurley. Closed: 02/26/2004 Re-opened: 03/09/2004 No progress on complaint issue. Sub was told it would be correct in two weeks.

<i>Complaint Date</i>	<i>City</i>	<i>ZIP</i>	<i>Company</i>	<i>COMMENT</i>
03/05/2004	Rockville	20853	Comcast	In June customer was getting poor reception. She was told she needed a drop. Yard was marked many times, but no drop. Problem continued over the next couple of months. In December was told she needed new drop but couldn't have one because the ground was frozen. Now in March drop was still needed. Has not had cable since Wednesday, she is extremely irate. She wants the cable fixed immediately, and credit given.
03/09/2004	Rockville	20852	Comcast	Cable was buried in sub's lawn without any prior notification. No restoration has been done.
03/10/2004	Potomac	20854	Comcast	Above ground temp drop since January 16, 2004. Each time the sub calls she is told it will take another two weeks.
03/10/2004	Germantown	20874	Comcast	Subs drop was cut when neighbor was installed January 22, 2004. Sub has not had service since then. Miss Utility was out over the week-end for locates. Please contact the UG contractor and credit the account until service is restored.
03/16/2004	Potomac	20854	Comcast	Exposed cable in subs yard . Sub first reported this 3/5/04 but nothing has been done.
03/29/2004	Germantown	20874	Comcast	Exposed cable drop since 2/6/2004.
04/07/2004	Rockville	20850	Comcast	Temp drop to subs house needs to be buried. It has been like this 5 to 6 weeks.
04/13/2004	Germantown	20876	Comcast	Sub was having CHSI problems and a above ground jumper was run from the street. Sub wants the temp line buried.
04/20/2004	Germantown	20874	Comcast	Since March 8, 2004 there has been exposed wiring and lawn restoration needed at the above address.
05/04/2004	Olney	20832	Comcast	Sub UG drop needs to be buried. Temp drop was installed 2/1/04. The sub has called and was told the drop is scheduled to be buried 4/30/2004. It has not been buried.
05/04/2004	Silver Spring	20905	Comcast	Sub has OH utilities and an OH cable drop. In July 2003 a tech placed an above ground temp drop explaining that someone would be back to install the OH drop. Sub called Comcast several times asking for the OH drop to be installed. Today, 5/4/04, a contractor came out and place a UG drop to the sub house. Sub lawn has grooves where the UG drop machine ran over the lawn. Sub wants an OH drop.
05/10/2004	Potomac	20854	Comcast	Poor reception. In March sub was told a new cable drop is needed. Miss Utility has been out and marked. Drop was scheduled 04/30/2004 but has not been done.
05/12/2004	Germantown	20874	Comcast	customer called due to poor reception on April12th. Tech arrived next day and said the line was bad. She received a temp drop. She has been told numerous times that it will be done in a week, not done. Last week they arrived opened a trench. Cable is still not buried. The cable has been above grtound for over a month. She cannot cut line due to the exposed 300ft of cable. In addition her picture quality on some channels has not improved. Please make sure once line is buried someone checks her channels for picture quality. She was told to call suoervisor Wayne/Dwayne?? Once Miss Utilty marked property and has never received a call back.
05/19/2004	Germantown	20876	Comcast	Complainant is the Community Manager of Greenfields at Brandermill. Please contact her regarding exposed underground cable wires throughout the complex.

<i>Complaint Date</i>	<i>City</i>	<i>ZIP</i>	<i>Company</i>	<i>COMMENT</i>
05/25/2004	Silver Spring	20901	Comcast	Above ground UG cable line hanging from trees and running along the ground through the side yard since May 12, 2004. Sub was not notified and when sub called Comcast the CAE was not able to inform sub of what the issue was in his neighborhood.
05/26/2004	Bethesda	20817	Comcast	Approx eight months ago sub had a reception/CHSI problem that was corrected when a supervisor came out for a service call. Sub arrived home today to find a Comcast contractor installing a new UG drop. Sub was not aware this was needed or scheduled. 5/27/04: Sub checked his lawn and found damage where the contractor had been working. No restoration was put in place.
06/02/2004	Gaithersburg	20877	Comcast	Ms. Roan is a property manager for 503 Palm Tree Dr., Gaithersburg. The is an orange cable on the ground around 503 Palm Tree Dr..
06/10/2004	Silver Spring	20905	Comcast	UG cable lines in subs yard. The cable lines run through the fence and around the house connecting to a ped in the front of the house. Sub has been calling for four months to have the issues resolve. Sub has left numerous messages for Duane Umpstead without a return call.
06/22/2004	Gaithersburg	20877	Comcast	Centergate Condos - Stedwick Rd, Montgomery Village. Complainant states there are exposed and temp cabling throughout the property. Cable ped top are off the base. Exposed wiring at 10006 Stedwick Rd.
07/12/2004	Germantown	20876	Comcast	Sub states Comcast ran a UG cable drop through his property to provide service to a neighbor without authorization or any prior notification. Sub wants the cable removed and the lawn restored.
07/16/2004	Rockville	20852	Comcast	Broken PED top in front of 6416 Danville Ct. The top was broken in the winter time.
07/16/2004	Chevy Chase	20815	Comcast	Low hanging OH cable line to 3504 and 3506 Cummings Lane.
07/21/2004	Rockville	20850	Comcast	Broken ped top with exposed wiring in subs front yard since March. Sub has called several times to report the problem.
07/26/2004	Germantown	20876	Comcast	See attached. 11/2/2005: CCC completed form submitted 11:45 AM.
08/12/2004	Potomac	20854	Comcast	Ms. Brill reported that a temp cable was placed over her driveway over 30 days ago apparently to provide service to a neighbor. She has called comcast at least 3 times and emailed once to have this cable removed or burried without success. It appears that there is a ped which is closer to the neighbors house UPDATE 8/16/04 See attached email to County Executive, ID CEC 266-5, dated 8/11/04
08/13/2004	Potomac	20854	Comcast	Sub has been out of service since 8/3 when digging, perhaps by Comcast contractor in unmarked trucks, on Fallsmead Way, began. Sub has had Comcast techs out twice who say problem is out side of home. Sub states in attached fax that supervisor/senior tech would handle situation. See attached fax dated August 11 to Congressman Chris Van Hollen for additional details. NOTE: Please send a copy of the response letter to Cong. Van Hollen's office per the attached. UPDATE 8/30/04 Sub reported that reception problem was resolved. However a temporary cable now extends quite a distance over sidewalks including sidewalks where school children now need to walk.

<i>Complaint Date</i>	<i>City</i>	<i>ZIP</i>	<i>Company</i>	<i>COMMENT</i>
08/17/2004	Silver Spring	20910	Comcast	Cable wire running along the Brunswick Avenue sidewalk, across the visitor parking lot and into the building for the past three weeks.
08/18/2004	Silver Spring	20901	Comcast	Complainant is a rental agent. Loose hanging cable wires within the complex. Cable that runs from window to window, across sidewalks and paths. Closed: 09/23/2004 Re-open: 12/07/2004 This issue has never been resolved.
08/20/2004	Silver Spring	20906	Comcast	Exposed UG wiring throughout the English Orchard townhome community. Over sidewalks, grass and streets.
08/23/2004	Rockville	20852	Comcast	Open ped with cable running in the street and on the lawn between 6420 and 6428 Windermere circle.
08/25/2004	Gaithersburg	20877	Comcast	June 2004. No notification of digging in yard. No restoration. A UG cable drop was installed for a neighbor.
08/31/2004	Olney	20832	Comcast	Sub has an UG temp drop that needs to be buried. Temp drop was placed from ped to subs home July 4, 2004. 9/15- customer called has not received a call from Comcast, drop still has not been done nor has his yard been marked by Miss Utility.
09/01/2004	Gaithersburg	20882	Comcast	Temp UG cable drop above ground needs to be buried.
09/07/2004	Rockville	20852	Comcast	Sub has called Comcast requesting the cable lines be moved to a new telephone pole adjacent to the old telephone pole located on the corner of his lot. The old pole is leaning and will be removed after Comcast moves the cable. New telephone pole was installed over two years ago and the sub has been called since that time.
09/13/2004	Olney	20832	Comcast	No on-demand and digital service for three months. Sub was told there is a low signal. Sub was being feed off a ped that was down the street. The pedestal in the front yard is not active. Sub was told the ped in the front yard is the correct one to be connected but it is not active.
09/23/2004	Olney	20832	Comcast	See attached.
09/29/2004	Gaithersburg	20877	Comcast	Refer to complaint #6952. Centercourt Condos - Stedwick Rd., Montgomery Village. Exposed cable wire above ground and hanging from trees throughout the complex.
10/01/2004	Olney	20832	Comcast	On 8/31 cable was replaced and left exposed. Wa told someone would be back to bury within two weeks. No one showed, he called back they said they would schedule something. Yesterday 9/30 he called, one month has passed, they say they have no recoed of it.
10/04/2004	Derwood	20855	Comcast	Over a month ago the customers drop was replaced and placed above ground. He has been calling for the past month to get it buried. He has been given three different dates and it is still not done. He is waiting to have his driveway resurfaced. Please call to give him a date as to when this will be buried.
10/04/2004	Potomac	20854	Comcast	Customer has called 4 times to report that the cable box in front of his home had been broken in July. There is no longer a opening on top and it is about 18 inches deep. Feels this is a dangerous opening that someone could easily fall into and break a leg especially at night. Comcast people promise it is on the repair list and a supervisor will return calls but here it is October and nothing has been done!!!!

<i>Complaint Date</i>	<i>City</i>	<i>ZIP</i>	<i>Company</i>	<i>COMMENT</i>
10/04/2004	Laytonsville	20882	Comcast	Customer received a notification from Comcast construction crew (301) 294-7767 that construction crews were in his area and would be doing work. They have marked his property and a box that is on his property that is not in the Public Utility Easement. He wants to have someone come out to discuss this.
10/13/2004	Rockville	20852	Comcast	Miss Utility marking in front yard with no prior notification. Sub researched and discovered that GO Direct Telecom, Inc. was prepared to dig in the yard. Sub states she was never notified about any cable construction and is concerned about restoration.
10/19/2004	Germantown	20874	Comcast	Unburied orange temporary cable drop behind Unit C-101.
11/01/2004	Silver Spring	20905	Comcast	Temp drop since 10/15/2004.
12/02/2004	Montgomery Village	20886	Comcast	Sub states: exposed wiring, UG wiring not buried deep enough, building risers not adequate in size on lower levels, temporary clips attached into brick mortar joints, open ped with cabling exposed, temp cable lines throughout the complex.
12/09/2004	Bethesda	20817	Comcast	Since 11/17/2004 sub reports temporary cabling running in the street and a large hole has been dug in his yard. Sub has contact Comcast numerous times regarding this issue. Closed: 01/04/2005 Re-Opened: 01/14/2005 Sub states the closure letter he received is complete inaccurate. No progress has been made on burying the cable line.
12/14/2004	Silver Spring	20904	Comcast	See attached letter.
12/17/2004	Laytonsville	20882	Comcast	Sub states Comcast is digging in a State/County Water Conservation area that has established for water run off and not available for any other use. Complainant received no prior notification of construction.

**Total:** 60



## Construction Issues 2005

<i>Complaint Date</i>	<i>City</i>	<i>ZIP</i>	<i>Company</i>	<i>COMMENT</i>
01/12/2005	Chevy Chase	20815	Comcast	Complainant is the property manager with the Wellington Condos. There is a wire running through the tree from the street to the complex. This cable needs to be buried.
01/28/2005	Silver Spring	20910	Comcast	Above ground cable wire running across sidewalk for over three weeks.
02/01/2005	Silver Spring	20905	Comcast	Sub was installed over two years ago and the drop has never been buried.
02/09/2005	Silver Spring	20902	Comcast	Wiring place above ground throughout the complex. Risers removed and placed on the ground. Please contact complainant who is the property manager.
02/10/2005	Takoma Park	20912	Comcast	The owner has been renovating the property for the past year. New cable wires were run during that time in the trash room of each floor. The management was told that the wires would be concealed and put in a box, like they used to have. Currently the wires are just hanging in the trash room. Please contact Charles Leggett at (301) 270-1858 or (301) 758-7251 to get this problem rectified.
03/01/2005	Silver Spring	20904	Comcast	Above ground temp UG line running along the sidewalk and across driveway. Complainant states both he and his wife have tripped on this line.
03/15/2005	Brookeville	20833	Comcast	Damge to lawn and driveway done by Amtec. She understands the lawn will not be restored until Spring but wants the driveway repaired ASAP
03/15/2005	Silver Spring	20906	Comcast	Absolute UG is out there doing construction on Greenery Ln and Glenallen Rd. They did not notify Glenwaye Gardens Condos they would be doing work.
03/22/2005	Potomac	20854	Comcast	Only one day notification before construction. Resident is fearful that the construction will disrupt, damage, and kill the trees.
03/22/2005	Gaithersburg	20877	Comcast	Continued exposed wiring problems. Front corner 10028 Stedwick Rd, front 10022 - 10024 Stedwick Rd, front corner 10006 Stedwick Rd, back 10004 Stedwick Rd.
03/23/2005	Rockville	20850	Comcast	See attached.
03/25/2005	Gaithersburg	20877	Comcast	Open doghouse at the corner of Observation Dr and Royal Crown Dr in Milestone. Above ground temporary drop needs to be buried at 11776 Carriage House Dr and 11789 Carriage House Dr in Silver Spring, The Oaks
03/29/2005	Potomac	20854	Comcast	Underground cable needs to be buried at the left of the property at 9209 Sprinklewood Lane, Potomac, MD 20854. Sub says he's been calling for past 3 weeks and was told someone would be out, but it has not yet been done.
04/04/2005	Ashton	20861	Comcast	Cable has been exposed since 3/3/2005. Was told it would be buried by 3/19/2005. Has not been buried and will not until the end of April??? This drop is running across 2 yards.

<i>Complaint Date</i>	<i>City</i>	<i>ZIP</i>	<i>Company</i>	<i>COMMENT</i>
04/07/2005	Clarksburg	20871	Comcast	See attached.
04/18/2005	Potomac	20854	Comcast	Cable line draped across the road to a tree, across bushes, and along the ground at 9300 connecting to 9220 Marseille Dr. Sub has called numerous times over the last eight months with no progress or resolution. Closed: 06/14/2005 Re-Opened: 09/15/2005 Sub states this issue has never been resolved. Sub called Comcast back twice leaving two voice mail messages. Sub has had no follow-up communication from Comcast and the wiring is still in the same place.
04/21/2005	Clarksburg	20871	Comcast	Sub says open cable boxes with wires hanging out at the corner of his property. There are two such boxes. He called Comcast last week about problem. He feels the open boxes are a safety hazard..
04/22/2005	Gaithersburg	20886	Comcast	Customer is getting a fence put in. Per her land records and Long Fence the cable box is on her property and will be inside the fenced area. Can soemone from construction please go out there and survey to verify this information.
04/25/2005	Potomac	20854	Comcast	OH drop line has been pulled down and is hanging in yard. Dr. Esch wants the drop removed completely.
04/26/2005	Rockville	20852	Comcast	Comcast construction for hard-line. Sub is concerned about two 30 year old cherry trees and possible damage of those trees. Sub states that no prior notification was given to the resident.
05/02/2005	Rockville	20853	Comcast	No prior notification before construction. No on-site supervisor to provide assistance regarding a safety issue. (Unmarked Gas line) Sub tried to notify Comcast of a potential safety issue and cannot reach anyone who could be of assistance.
05/05/2005	Gaithersburg	20877	Comcast	Exposed UG cable lines, temporary cable lines, open pedestals and pedestals without tops throughout the development.
05/06/2005	Gaithersburg	20877	Starpower	Exposed UG cable lines, temporary cable lines, open pedestals and pedestals without tops throughout the development. Completed 5/10/2005 per Frank Huber OSC group.
05/11/2005	Olney	20832	Comcast	Temp drop servicing sub that needs to be buried. Temp drop has been thee for over one month.
05/11/2005	Olney	20832	Comcast	On 4/28/2005, a Temp drop was laid running across subs yard to service a neighbor with the understand that the drop would be removed 5/1/2005. The tech that ran the drop told the sub it would be corrected 5/1/2005. Temp drop is still in place. Sub has called numerous times with no results.
05/11/2005	Olney	20832	Comcast	For over a year there has been an above ground temp drop needs burying that runs along the sidewalk and into sub house.
05/17/2005	Potomac	20854	Comcast	Customer was planting trees in yard. They cut a cable line going to a neighbor home that is located behind them. The cable is not run in the utility easement as stated on the plat. Homeowner wants the cable removed from his property and placed in the utility easement. Plat is attached. Please call customer. The cable that is in his yard feeds 8607 Adqueduct Rd.
05/19/2005	Germantown	20874	Comcast	See attached.

<i>Complaint Date</i>	<i>City</i>	<i>ZIP</i>	<i>Company</i>	<i>COMMENT</i>
05/20/2005	Bethesda	20814	Comcast	Sub called in March 2005 to have an OH/UG drop installed for their newly constructed house. Sub had their old house torn down and the new house constructed on the same property. Installation was scheduled for 4/30/05. The drop was never installed and Comcast re-scheduled the drop 5/23/05. The drop still has not been completed and when sub calls Comcast she is shuffled around without any answers.
05/23/2005	Damascus	20872	Comcast	Hardline cut 5/11/05. Sub states hardline was cut and now there is a two foot section dug up in his front yard.
05/26/2005	Silver Spring	20905	Comcast	Sub found an emergency repair alert notice from Comcast in front of his house. He has called a number of times in an attempt to find out what work is to be done without a return call. Sub states there are Comcast crews digging and he want to know the reason.
05/27/2005	Rockville	20850	Comcast	Sub states Comcast was working in the doghouse in front of his house and left without securing the doghouse top. Sub states that the doghouse has a "High Voltage" warning. Sub wants the top secured today.
05/31/2005	Poolesville	20837	Comcast	Filed a complaint 6 months ago for poor signal. When they replaced the cable they damaged the lawn. Has left messages for Tara Reed, no return call. CUSTOMER MESSAGE: In January I contacted you about a Problem with comcast ( Poor signal for 6 months.) You resolved it very quickly and you got a Tara Reed from comcast to help. The problem now is they never came back to fill in the holes with grass. I called them repeatedly for the past 2 months and they promise me they will come out but never do. They never return calls. I tried to contact Tara Reed at comcast but she won't call me back. They left all these holes filled with hard clay and no grass. The areas need top soil and sod. The areas are on the side of my House (Hoskinson Rd.) & in front (Chiswell Rd).
06/01/2005	Olney	20832	Comcast	On April 29th her drop was cut by Verizon. She has gotten nothing but the run around and she cannot get anyone to give her a return call. She wants to speak with someone concerning the issues and lack of response she has gotten. 8/8- Reopened this was not closed per customer. Regional workers in her yard last week. A supervisor was to call back 8/3. Has left messages for Tara Reid and gets no response 7/26 and 8/3. Does not like when people are just showing up.
06/14/2005	Bethesda	20817	Comcast	Sub states for over a month there has been a cable running from a telephone pole, down the street, across driveways, to another pedestal.
06/17/2005	Silver Spring	20903	Comcast	Complainant is the property manager. Loose wiring running along the side of the building. No riser molding. The building address is 8306 and 8308 Barron St. Takoma Park.
06/20/2005	Silver Spring	20906	Comcast	Comcast was digging in subs yard and cut his cable drop 6/17/2005.
06/23/2005	Potomac	20854	Comcast	No prior notification of construction. No clean up of Miss Utility marking after construction.
06/24/2005	Rockville	20854	Comcast	06/24/2005, Comcast construction in subs yard without any prior notification as required by the franchise. When the sub asked the construction forman, he said many people were complaining to him about the lack of prior notification the construction. The construction crew told the sub it was Comcast's responsibility to notify residents in the construction areas.
06/27/2005	Gaithersburg	20882	Comcast	For the past six months, 75 feet of exposed cable in front of 9882-9884 Brookridge Court.

<i>Complaint Date</i>	<i>City</i>	<i>ZIP</i>	<i>Company</i>	<i>COMMENT</i>
06/27/2005	Rockville	20853	Comcast	Digging in front yard by V & E Construction. No prior notification as required. Sub had recently landscaped and watered daily. Corner lot, 200' of digging on both sides.
06/29/2005	Rockville	20854	Comcast	No notification prior to construction in front yard.
07/01/2005	Olney	20832	Comcast	Comcast digging in yard several weeks ago. Lawn restoration needed. Sub has called several times with no return calls.
07/05/2005	Bethesda	20817	Comcast	Sub complained to Comcast via e-mail on 6/10, 6/29, and 6/30 about damage to his plants due to Comcast laying temporary cable. Sub has not heard from Comcast.
07/05/2005	Clarksburg	20871	Comcast	Cable box left open and wires going through neighborhood. Safety concerns. 7/13/2005 two Comcast techs werr out, looked in the ped, left it open and left the area.
07/13/2005	Rockville	20853	Comcast	See attached. Closed 07/19/2005 Re-Opened 07/27/2005. This issue has not been resolved and there has been no lawn restoration.
07/13/2005	Gaithersburg	20882	Comcast	No reception for over one month. Temp line that crosses the street from ped to ped at the intersection of Hilton Court and Hilton Place.
07/15/2005	Germantown	20874	Comcast	Complainant is the President of the homeowners association. Exposed cabling on top of the ground throughout the entire property. Corner of Middlebrook and Father Hurley on Club Hill Dr and other areas around the property.
07/18/2005	Germantown	20874	Comcast	Temp above ground cable line running through subs lawn and along the street. Sub was given a date in which the cable would be buried. When the cable wasn't buried, sub called and was told that scheduled appointments are only tentative and is no guarantee when the work is actually to be done.
07/19/2005	Potomac	20854	Comcast	Exposed wires.
07/19/2005	Silver Spring	20903	Comcast	See attached.
07/19/2005	Potomac	20814	Comcast	Orange wires in front of house since beginning of June; was promised they would be buried withing 10 days.
07/19/2005	Potomac	20854	Comcast	Exposed wires.
07/19/2005	Potomac	20854	Comcast	New exposed wires on left front yard leading from cable box near street to sub home.
07/19/2005	Potomac	20854	Comcast	Exposed wires on the side of the house
07/19/2005	Bethesda	20817	Comcast	Exposed wires. Coil of cable by back stairs of deck that has been there almost a year. 8/9/05 city & zip corrected

<i>Complaint Date</i>	<i>City</i>	<i>ZIP</i>	<i>Company</i>	<i>COMMENT</i>
07/19/2005	Bethesda	20817	Comcast	Exposed wires throughout yard. 8/9/05 corrected city and zip Closed: 09/22/2005 Re-Opened: 11/30/2005 See attached
07/19/2005	Potomac	20854	Comcast	Sub made 6 confirmed appointments where Comcast promised to run pipe underground to protect exposed wires and never did.
07/19/2005	Potomac	20854	Comcast	Transformer in front of house with the back missing. Limited cable service since the end of June. Comcast tells subj there are outside linemen scheduled for repairs but never do the work.
07/19/2005	Potomac	20854	Comcast	A small length of exposed orange wiring adjacent to Comcast control box at 9 Beman Woods Ct. While facing the box from the street, the wire emerges from the right side of the green domed shape box. Also on 7/14 a Comcast employee cut and left a very long orange wire/cable in front of 10 Beman Woods Ct.
07/19/2005	Bethesda	20817	Comcast	Exposed wires 8/9/05 corrected city & zip
07/19/2005	Potomac	20854	Comcast	Exposed wires on the side of house to right of the front.
07/20/2005	Rockville	20854	Comcast	See attached.
07/22/2005	Silver Spring	20906	Comcast	See attached.
07/28/2005	Silver Spring	20905	Comcast	Cable running from ped to ped in subs front swale for two months. Asphalt roadway cut and the patch has sunken approx four inches. Closed 09/07/2005 Re-Opened 09/19/2005 See attached.
07/29/2005	Rockville	20853	Comcast	See attached.
08/01/2005	Silver Spring	20902	Comcast	See attached.
08/02/2005	Rockville	20850	Comcast	Comcast installed a new line few weeks ago. Subj told tech to be careful of irrigation system. Tech left note that some damage had been done to irrigation system. Subject has called Comcast numerous times and no response. 8/16/05 no contact from Comcast. Sent e-mail to Comcast.
08/03/2005	Rockville	20853	Comcast	Cabling in the street from ped-to-ped. Temp drop to house.
08/03/2005	North Potomac	20878	Comcast	Damage to driveway when replacing lines. Comcast cold patched it but hasn't been back to repair. No response to subject's calls. 10/7/05 Mr. Fiol called to say his driveway has not been repaired. He called the same day he rec'd the closure letter and still hasn't been able to get his driveway repaired.
08/03/2005	Silver Spring	20904	Comcast	Exposed wiring around the building and complex.

<i>Complaint Date</i>	<i>City</i>	<i>ZIP</i>	<i>Company</i>	<i>COMMENT</i>
08/04/2005	North Potomac	20878	Comcast	See attached.
08/10/2005	North Potomac	20878	Comcast	Customer has had exposed cable drop on property since 6/21. He was told it would be done by 8/2. It is still above ground.
08/10/2005	Gaithersburg	20878	Comcast	On 6/26 cut cable, installed temp line.No internet or cable. No follow up calls from Comcast. 8/17 supervisor assured customer she would call back in 2 hours - no call back. Elderly neighbor tripped over cable. Sent e-mail on 8/18
08/11/2005	Rockville	20852	Comcast	See attached.
08/12/2005	Damascus	20872	Comcast	Temp lines and an open ped between the sections of the town homes.
08/15/2005	Gaithersburg	20879	Comcast	TV fuzzy, no premium channels or on-demand. New cable ran end of June. Cable is running down the sidewalk from house to curb and from curb up the street.
08/16/2005	Gaithersburg	20878	Comcast	Poor reception then no Internet or TV. Comcast replaced line in street and messed up his driveway. No repairs done to driveway. Subject hasn't rec'd credit for last month. 10/07/2005 Comcast called and told the sub to get an estimate to repair by a patch.
08/18/2005	Silver Spring	20902	Comcast	see attached 9/8 rec'd e-mail stating problem had been solved.
08/19/2005	Gaithersburg	20878	Comcast	Sub's driveway was damaged when Comcast was replacing a cable line. Digging was 8/9 and 8/10. 9/8/2005: No follow-up or progress on this issue. 3/24/2006: Was offered \$1,500 from the contractor.
08/19/2005	Rockville	20854	Comcast	Comcast replaced old cable end of July and caused destruction to plants and lawn. Holes have not been filled in yet, Green box was left open, and wires extend into air.
08/29/2005	North Potomac	20878	Comcast	White line marking on lawn that crosses through a tree. Complainant wants to know what construction will take place, and is concerned about his tree and property.
09/01/2005	Montgomery Village	20886	Comcast	Digging in yard. This is the second time in six months there has been digging in subs yard. No restoration was done six months ago. Sub wants to make sure that restoration is done this time.
09/07/2005	Rockville	20853	Comcast	Comcast was digging on subject's property. She does not have cable. She was told Comcast had the right to dig in the public utility easement and had to restore property to original condition.
09/12/2005	Silver Spring	20904	Comcast	See attached.
09/15/2005	Silver Spring	20904	Comcast	Temp cable wiring running from Hawkshead Ter to Hershfield Ct across the street.
09/15/2005	Germantown	20876	Comcast	See attached.

<i>Complaint Date</i>	<i>City</i>	<i>ZIP</i>	<i>Company</i>	<i>COMMENT</i>
09/16/2005	Olney	20832	Comcast	Resident is not a subscriber, but Comcast dug up front of his yard next to his neighbor who is a Comcast subscriber. The hole was dug on 9/01/05 and since then he has called Comcast several times to come out to make repairs to his yard with no results. The hole is covered with a piece of wood and his grass is dying with the dirt sitting on it.
09/30/2005	Gaithersburg	20879	Comcast	Comcast was doing construction work on Argus Ct. Customer believes that Comcast cut the water main in front of her house. She has been in touch with James Gooch and Walter Johnson of Comcast. Comcast offered to put her up in a hotel on Tuesday night and agreed to pay \$1,500. Comcast contacted Wheat Plumbing to do the repairs. She was told on Thursday 9/29 that Comcast did not cause the damage and she must pay \$2,200. Today Friday, 9/30 Wheat Plumbing has brought her a contract saying she must pay \$2,200. She feels that the damage was caused by Comcast. The County will send an investigator out to view the damage today. 02/06/2006: Water pipe was re-located and sub reports the spot is leaking ground water where it comes into the house.
09/30/2005	Brookeville	20833	Comcast	See attached
10/06/2005	Gaithersburg	20878	Comcast	See attached.
10/19/2005	Kensington	20895	Comcast	In June a Comcast crew installed cabling in the rear common area. The cable was installed beside a French Drain. After the cable was installed, the construction crew placed dirt and grass seed on top of the French Drain gravel rendering the system inoperable.
10/19/2005	Rockville	20852	Comcast	Comcast construction over one month ago that dug up sub's flower bed. The top of the ped is not properly secured due to exposed cable wires. Exposed cable wiring in PUE and yard.
11/02/2005	Potomac	20854	Comcast	See attached.
11/10/2005	Germantown	20874	Comcast	In mid-October, Sub states the common driveway was damaged when Comcast installed an UG line. The common driveway serves four homes. Additionally, a piece of boring equipment became lodged under the driveway. The crew cut an opening in the driveway to retrieve this equipment. The driveway is damaged from the bore and there is a hole cut through the driveway.
11/10/2005	Germantown	20874	Comcast	Damage to driveway on 10/18. Comcast missed appt. on 11/1 and 11/4. Comcast is schedule for today. This driveway is a common driveway and services four families. Customer wants to make sure Comcast makes today's appointment.
11/16/2005	Germantown	20876	Comcast	See attached.
11/21/2005	Darnestown	20878	Comcast	See attached
12/07/2005	Potomac	20854	Comcast	No prior notification before construction. Subs cable and phone lines were cut were a trunk line was installed. Sub has a temp drop across his lawn and driveway.
12/12/2005	Silver Spring	20910	Comcast	Resident has a pedestal in her front yard that she wants removed. Resident states no easement has been granted to Comcast. Attached is the plat for this development. Resident reported digging in her yard 12/11/2005.

***Complaint***

<b><i>Date</i></b>	<b><i>City</i></b>	<b><i>ZIP</i></b>	<b><i>Company</i></b>	<b><i>COMMENT</i></b>
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12/15/2005	Gaithersburg	20877	Comcast	No notification prior to construction in his front yard.
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***Total:*** 101



## Construction Issues 2006

<i>Complaint Date</i>	<i>City</i>	<i>ZIP</i>	<i>Company</i>	<i>COMMENT</i>
01/03/2006	Potomac	20854	Comcast	See attached. 04/27/2006: Email to Comcast regarding lawn restoration status, 10:18 AM.
01/12/2006	Poolesville	20837	Comcast	Ongoing construction in yard since October 2005. No restoration has been done, exposed conduit, construction not coordinated with home owner. Sub reports he should be credited for time and trouble associated with the construction in his yard, for the lack of coordination and the length of time.
03/01/2006	North Bethesda	20852	Comcast	Complainant is the Property Manager for Old Georgetown Village HOA. Complainant reports unfinished construction with exposed, unburied cable lines along Commonwealth Drive which is the rear of 11215 - 11229 Empire Lane and 11301 - 11307 Empire Lane. Complainant reports he has written a letter to Comcast but never received a response.
03/07/2006	Wheaton	20902	Comcast	Please call Carol White at the phone number listed above concerning exposed cable wires and a large green ped that is opened at the apartment complex, it is located on the side of the building near the playground and the kids have been playing with wires. Management feels that the wires are dangerous to the kids. Called a CAE two weeks ago and nothing has happened.
05/26/2006	Potomac	20854	Comcast	Sub reports a neighbor recently had their property surveyed and the pedestal is 6'-7' off the property line into the complainants yard. Complainant is requesting the pedestal be relocated closer to the property line. Additionally, when Comcast crews are performing maintenance on the hard line, humped dirt is not tamped down. This causes a back-up of the drainage water.
06/15/2006	Burtonsville	20866	Comcast	Complainant reports she has been working with Renee Bryant to remove cable lines that were buried on the hill of her property. Complaint has been working on this issue since September 2005, and wants the lines relocated at the tree line at the base of the hill. Complainant reports she received a voice mail message from Renee that agreed with the complainant and admitted the lines are buried in the wrong place and need to be relocated. She reports there has been no follow-up and no progress on this issue.
06/23/2006	Germantown	20876	Comcast	Sub reports digging in their front yard without notification as required. Please perform the proper restoration needed to their property.
06/23/2006	Potomac	20854	Comcast	Complainant reports a Comcast crew was digging on each side of his driveway at the street. He reports that area of his grass is dead from the construction.
06/30/2006	Potomac	20854	Comcast	Complainant is the President of the Birnam Wood Community Association. He reports continued frequent construction without any prior notification to him, being the President, or to other homeowners. He reports damage to shrubbery, heavy construction equipment parked overnight on the grass in common areas, inadequate restoration after construction. No communication regarding pending construction. Complainant reports additional cable plant equipment placed in yards with any notification. Complainant wants to be notified prior to all purposed construction in their community.
06/30/2006	Montgomery Village	20886	Comcast	See attached. 7/25/06 Comcast made initial contact but has not followed-up with sub.

<i><b>Complaint Date</b></i>	<i><b>City</b></i>	<i><b>ZIP</b></i>	<i><b>Company</b></i>	<i><b>COMMENT</b></i>
07/10/2006	Clarksburg	20871	Comcast	Exposed orange cable in the common area of the Court addresses 5 through 14 Dutrow Court. Complainant reports poor restoration after construction. Closed 08/25/2006 Re-Opened 09/13/2006. Sub reports the orange cable has not been removed. No progress on this issue. 09/27/2006 email sent to CAL asking for clean up work at the site.
07/24/2006	Brookeville	20833	Comcast	See attached
07/25/2006	Montgomery Village	20886	Comcast	When the technician came and ran a drop to his neighbor's TH three houses down, they tacked the cable to the siding of the 3 TH's before that. He does not want cable tacked to his TH that is servicing another resident. Please remove cable ASAP. 8/14/2006
07/25/2006	Silver Spring	20905	Comcast	Sub is putting wall in front yard and needs the cable ped moved. Missed appts.
08/04/2006	Gaithersburg	20882	Comcast	Lawn damage after UG drop was buried. Plastic drainage pipe was cut through when drop was buried. The damage was incurred 8/1/2006.
08/08/2006	Olney	20832	Comcast	Sub reports the pedestal top was not properly secured after his CHSI service was repaired. The pedestal across the street also has wires sticking out which prevents the top from being secured.
08/14/2006	Damascus	20872	Comcast	Complainant reports she is not a subscriber. Sub reports Comcast preformed maintenance on the hard-line and placed dirt, rocks, and debris under her large pine tree without removing it after completion of the digging. Complainant wants the debris removed from under the large pine tree.
08/22/2006	Silver Spring	20910	Comcast	See attached.
09/27/2006	Rockville	20853	Comcast	Complainant reports UG line construction last week in the easement of her front lawn. She reports no restoration.
10/02/2006	Germantown	20874	Comcast	See attached.
10/03/2006	Darnestown	20878	Comcast	See attached.
10/19/2006	Kensington	20895	Comcast	Sub reports an open doghouse with wire sticking out between 10802 and 10804 McComas Court.
10/27/2006	North Potomac	20878	Comcast	Sub reports there are white lines sprayed painted on the newly sealed driveway indicating construction across her front yard and driveway.
11/13/2006	Chevy Chase	20815	Comcast	Resident reports his UG electrical wiring was damaged by a Comcast crew that ran an UG drop to 8010 Glengalen Lane in August.
11/15/2006	Potomac	20854	Comcast	Complainant reports a Comcast crew was digging in his front yard and left mud on his driveway. The mud runs into his garage when it rains.
11/27/2006	Rockville	20850	Comcast	Resident reports a Comcast crew dug in their plant garden when burying a cable line to 158 New Mark Esplanade. Exposed wiring on each side of the sidewalk.

<i><b>Complaint Date</b></i>	<i><b>City</b></i>	<i><b>ZIP</b></i>	<i><b>Company</b></i>	<i><b>COMMENT</b></i>
11/30/2006	North Bethesda	20852	Comcast	A Comcast crew installed equipment in complainant's front yard and did not perform proper restoration of the construction area.
12/11/2006	Damascus	20872	Comcast	See attached.
12/13/2006	Damascus	20872	Comcast	Sub reports digging in his front yard where his flower garden is located. He wants the area restored to its prior condition after construction.
12/13/2006	Clarksburg	20871	Comcast	Customer noticed spray paint on her property about a month ago and called Comcast, they said they were not doing any work. Two weeks passed and she saw more spray paint in back yard, called Miss Utility and they said Amtec a contractor for Comcast was doing the work. Called Comcast again and said they did not know about it. Workers showed up one day and claimed they are putting in new lines, she told them she wants to be notified when they are in her yard. Please call her to resolve this issue.

***Total:*** 30

# Construction Issues 2007

<i>Complaint Date</i>	<i>City</i>	<i>ZIP</i>	<i>Company</i>	<i>COMMENT</i>
01/05/2007	Rockville	20853	Comcast	Uncovered cable was run to 15301 Manor Village Lane was not buried behind 15303 since early December. Notified Comcast 12/21/06.
01/17/2007	Silver Spring	20902	Verizon	Neighbors in Gray Estates are calling concerning the 3ft pedestals that are in there neighborhood. Can they be removed or replaced with the self contained equipment in the ground? Technican who visited the home said they were not using this equipment any longer. No closure letter.
01/29/2007	Olney	20832	Verizon	Complainant reports a Verizon contractor damaged his driveway 1/26/07 when trying to bore underneath. The right portion of the driveway is raised and no longer flush with the sidewalk. No closure letter 05/17/2007 S & N construction only wants to patch the driveway. The complainant doesn't want the driveway patched. CCC emailed 10:31 am 6/13/2007 8:16 AM Contractor only wants to cut and patch the driveway. Resident wants a new driveway. CCC email 8:23 AM.
02/16/2007	Montgomery Village	20886	Comcast	See attached.
02/22/2007	Germantown	20874	Comcast	Customer complains that Comcast originally laid the cables too close to the plumbing cables. When the plumbing company went to service his neighbor the Comcast cables were accidently cut. He is requesting that Comcast come out and relay the cables so that he is able to get service. This was a temporary cable line which was above ground and crossed the sidewalk.
02/22/2007	Silver Spring	20901	Comcast	Ms. Baldiomar is the manager fir the Flower Branch Apts. And is complaining about cables exposed within the community and states this is the second time that she has found them exposed which pose hazadarous for both employees and residents. She has made several attempts to contact Comcast with no response from them. She has since disconnected the cables herself.
02/28/2007	Bethesda	20816	Comcast	Call received regarding cables above ground at the intersection of Brookdale and Cooper, in addition to cables wrapped around a tree in front of 5025 Brookdale Road.
03/09/2007	Olney	20832	Comcast	See attached.
03/12/2007	Silver Spring	20901	Comcast	Sub reports on 3/310/07 a Comcast crew ran a cable drop from the doghouse in the backyard easement directly through her neighbor. She wants the line run along the property line, not directly through her back yard.
03/14/2007	Kensington	20895	Verizon	Resident reports Verizon is cutting the trees in the rear of his property that backs up to railroad tracks.
03/20/2007	Silver Spring	20918	Comcast	See attached.
03/27/2007	Olney	20832	Comcast	Complainant reports a Comcast crew dug a hole in the easement 2/21/2007. Mud and sod was left with no clean up attempt. A cable line is coming out of the hole and running to a pedestal in his yard.

<i>Complaint Date</i>	<i>City</i>	<i>ZIP</i>	<i>Company</i>	<i>COMMENT</i>
03/27/2007	Rockville	20850	Comcast	Complainant reports no restoration after Comcast construction located at Diamondback Drive and Decoverly Drive, Rockville.
03/27/2007	Germantown	20874	Comcast	Complainant is the property manager. Cable lines exposed at 13339 - 13349 White Church Circle, Germantown.
03/28/2007	Brookeville	20833	Comcast	Complainant reports a Comcast crew damaged his driveway when they buried a cable line underneath.
03/30/2007	Bethesda	20817	Comcast	Sub reports a Comcast crew buried a cable line underneath their driveway and disrupted the pavers. Sub is requesting that Comcast correct this issue by leveling out the pavers correctly.
04/02/2007	Olney	20832	Verizon	See attached. No closure letter
04/10/2007	Silver Spring	20905	Comcast	Complainant reports a crew ran a line to a neighbors house through their yard by a maple tree damaging the roots of the tree. Complainant reports there is no PUE in their yard. Complainant is requesting an apology for improper digging and wants a letter stating if the tree dies within five years Comcast will be responsible for removing the tree and replacing it with a young maple tree. 04/08/2008 email with attachment emailed to CAL/Bokee 10:50 AM 04/09/2008 spoke with Mr. Ritter and offered CCC and small claims court.
04/10/2007	Silver Spring	20905	Verizon	Complainant reports a crew ran a line to a neighbors house through their yard by a maple tree damaging the roots of the tree. Complainant reports there is no PUE in their yard. Complainant is requesting an apology for improper digging and wants a letter stating if the tree dies within five years Verizon will be responsible for removing the tree and replacing it with a young maple tree. No closure letter 04/08/2008 complaint resubmitted to Verizon 10:45 AM
04/16/2007	Silver Spring	20901	Verizon	Complainant reports Verizon installed wiring and pedestals in other than the common area. He reports the area is now muddy and some pedestals block access to the back yards. No closure letter
04/26/2007	Brookeville	20833	Verizon	See attached. No closure letter
05/03/2007	Germantown	20874	Comcast	Construction started 5/1/07 without notice. Complainant reports this is the second time. No restoration done, landscape is now low and not level.
05/03/2007	Damascus	20872	Verizon	Complaint reports Verizon has dug in his yard three times within the past year without proper restoration. Driveway apron has been displaced during boring. No closure letter
05/16/2007	Silver Spring	20918	Comcast	See attached. Please refer to complaint #11534.

<i>Complaint Date</i>	<i>City</i>	<i>ZIP</i>	<i>Company</i>	<i>COMMENT</i>
05/30/2007	Olney	20832	Verizon	Complainant lives on a corner lot and reports a Verizon crew installed a drop without prior notification. She reports she would prefer Verizon to have gone through her back yard which was a shorter distance to the neighbors home and she would have granted an easement. She reports during the installation of the drop on 5/18/07, the crew lifted a portion of her driveway when boring underneath. She reports no restoration was done to the area where the drop was installed. She reports she has contacted George Brown with Verizon and Joe Sandleedorfer with M & K without success. No closure letter
06/18/2007	Bethesda	20815	Comcast	See attached.
06/27/2007	Germantown	20876	Comcast	Sub reports lawn, trees and brush damage without restoration. Damage occurred approx two months ago when a new drop was installed. 07/10/2007: No follow-up on restoration. Email to CAL 11:52 AM 08/09/2007: No progress since insurance company was notified.
07/16/2007	Germantown	20874	Comcast	See attached. 8/14/07 Customer has had no satisfaction. Jane e-mailed Josh Bokee. He said should be done within 48 hours.
07/23/2007	Rockville	20852	Comcast	See attached.
07/27/2007	Silver Spring	20905	Comcast	See attached.
07/30/2007	Brookeville	20833	Comcast	See attached.
07/30/2007	Burtonsville	20866	Comcast	See attached.
07/31/2007	Rockville	20853	Verizon	Complainant reports Verizon made several cuts in the neighborhood that were not repaired. The address is 15605 Thistlebridge Drive on the apron and at the intersection of Thistlebridge Drive and Winter Sweet Court.
07/31/2007	Olney	20832	Comcast	Complaint reports white markings on his driveway associated with Comcast. When complainant received a notification of upcoming Comcast construction the notification was placed in his mailbox which he reports is a federal offense. 10/05/2007: 9:31 AM complainant called in anonymously complaining he received the survey. Very angry and cursing.
07/31/2007	Silver Spring	20905	Comcast	A Comcast crew buried a line under the driveway in August 2006. The driveway has a both a hump and a depression in the driveway. Sub has been trying to resolve this with Comcast without success. Exposed above ground splice and line sticking up out of the ground by the storm drain.
08/02/2007	Rockville	20850	Comcast	See attached.
08/03/2007	North Bethesda	20852	Verizon	See attached.
08/08/2007	Germantown	20874	Comcast	Complainant reports Comcast has installed drop lines servicing her neighbors homes. She reports the lines are running the line through her property and not the common ground or PUE. 09/12/2007 9:25 AM cable goes in 13 feet from the property line. The line is partially exposed.

<i>Complaint Date</i>	<i>City</i>	<i>ZIP</i>	<i>Company</i>	<i>COMMENT</i>
08/16/2007	Potomac	20854	Comcast	see attached.
08/29/2007	Silver Spring	20905	Verizon	Complainant reports construction in his front lawn with unsatisfactory restoration. He has been in touch with the subcontractor without satisfactory resolution. No closure letter
09/10/2007	Rockville	20850	Comcast	See attached.
09/12/2007	Silver Spring	20905	Comcast	Sub reports proper restoration was not completed after construction in June 2007. Sub reports the issue was first filed with Comcast 6/26/07.
09/17/2007	Germantown	20874	Verizon	Complaint reports S & N communication buried a line to his house and didn't follow the Miss Utilities marking. He reports proper restoration was not accomplished. 09/19/2007 10:32 AM reports he has not been contacted from Verizon regarding his complaint.
09/26/2007	Rockville	20852	Comcast	Complainant reports proper and thorough restoration was not accomplished by Comcast after construction was performed in his yard. He also reports a cable drop was buried outside the PUE to provide service to his neighbor. He reports each Comcast representative with whom he speaks just passes the responsibility on to another person and there is no accountability for reporting back to the complainant. He reports he file a complaint directly with Comcast on 8/15/07.
09/26/2007	Rockville	20852	Verizon	Complainant reports Verizon is scheduled to install a FiOS line to his neighbor and he wants to make sure his lawn will be restored properly and the line will remain within the PUE. No closure letter
10/02/2007	Damascus	20872	Comcast	Sub reports Comcast digging in her yard outside the PUE. Sub reports construction without prior notification. Temp drop was laid that needs to be buried.
10/05/2007	Damascus	20872	Comcast	See attached. 10/5/07 LMTC 3:07 PM, email sent 3:10 PM
10/29/2007	Gaithersburg	20882	Comcast	See attached.
11/08/2007	Silver Spring	20904	Verizon	Complainant reports Verizon construction today without restoration.
11/08/2007	Germantown	20874	Comcast	See attachment.

**Total:** 50

## Construction Issues 2008

<i>Complaint Date</i>	<i>City</i>	<i>ZIP</i>	<i>Company</i>	<i>COMMENT</i>
02/20/2008	Silver Spring	20904	Comcast	Comcast crew was digging February 15, 2008. Now there wires sticking out of the ground in front of 13706 Modrad Way.
03/04/2008	Germantown	20874	Comcast	See attached.
03/18/2008	Silver Spring	20905	Comcast	Complaint reports a Comcast crew pulled into the easement and left truck tire ruts and displaced the grass in that area. Restoration needed.
04/14/2008	Bethesda	20814	Comcast	See attached.
04/24/2008	Gaithersburg	20879	Comcast	See attached. 04/25/2008 Mrs. Diane Elmore called today to say that a sub contractor arrived at her home with no prior notification and started digging up her yard. They work for Eastcom (contractor hired by Comcast) who is attempting to fix a deffective cable. She also states that MC has denied the Right of Way and so they are now attempting to fix the cable through her property. She has contacted MC Police who provided her with the number to contact us. 05/12/2008 email to CAL 8:21 AM.
05/08/2008	Rockville	20850	Comcast	Customer signed contract for commercial service on 2/28 and has not been able to get installed. Comcast will not provide any information on a possible install date. Customer has paid \$3,000 for installation and would like to know why the company refuses to provide service to him. The owner of the business is Robert Bellio.
05/12/2008	Potomac	20854	Comcast	Complainant reports there was Comcast construction last year and proper restoration was never preformed. He reports he has repeatedly contacted Comcast without an action.
05/28/2008	Silver Spring	20910	Verizon	Complainant reports Verizon construction dug up her yard last week and possibly damaged her sprinkler system. She reports the construction Forman explained they would skim off the grass in the form of sod and replace it. This did not happen. After the construction the crew finished, complainant reports they simply threw down some grass seed and left. 5/29/2008 re-sent 12:43 PM 06/11/2008 no contact. 4:20 PM No progress, no Verizon contact. Re-sent 06/18/2008 complainant reports no resolution to the complaint. She reports she is shuffled around from person to person without any progress on repairing the damage. 06/19/2008 9:35 AM scanned estimate sent to Verizon.
06/16/2008	Clarksburg	20871	Comcast	Complaint is from the Montgomery Revenue Authority. She reports a signed \$13,000 agreement on March 6, 2008, to provide cable services to Little Bennett Golf Course. She reports she cannot receive an update on the status of the construction of cable to the Golf Course. No date provided when service will be installed.
06/16/2008	Silver Spring	20906	Comcast	Complaint is from the Montgomery Revenue Authority. She reports a signed \$13,000 agreement on March 6, 2008, to provide cable services to Northwest Park Golf Course. She reports she cannot receive an update on the status of the construction of cable to the Golf Course. No date provided when service will be installed.



<i><b>Complaint Date</b></i>	<i><b>City</b></i>	<i><b>ZIP</b></i>	<i><b>Company</b></i>	<i><b>COMMENT</b></i>
07/03/2008	Silver Spring	20906	Verizon	Complainant reports a Verizon construction crew has been working behind her townhouse and have left fast food wrappers behind. She reports the crew damaged her deck by splashing concrete. Elaine the crew supervisor refused to clean the concrete off the deck. 07/07/2008 No Verizon contact.
07/09/2008	Germantown	20874	Verizon	See attached. 07/15/2008: No Verizon contact.
07/17/2008	Gaithersburg	20878	Comcast	Complainant reports G & G Cable construction appeared in front of her home this morning to mark the property and begin digging within a few days to replace a Comcast cable line. Complainant reports she received no notification informing her the proposed construction as required in the franchise. Complainant reports the truck did not have any identifying markings. Please contact the complainant.
07/30/2008	Silver Spring	20906	Comcast	Comcast left an exposed cable line going to building number 12625 Georgia Avenue. See attached.
08/05/2008	Silver Spring	20906	Verizon	Complainant reports a Verizon FiOS construction crew damaged her sprinkler system while installing new FIOS lines in her yard.
08/05/2008	Germantown	20874	Verizon	See attached.
08/05/2008	Germantown	20874	Verizon	See attached.
08/06/2008	Silver Spring	20905	Comcast	See attached. 08/08/08: No Comcast contact.
08/07/2008	Chevy Chase	20815	Verizon	Sub reports Verizon construction on her other property at 2325 Blaine Drive, Chevy Chase, 20815. Proper restoration was not provided after construction. NTI was the contractor. Complainant reports difficulty in communication with the construction. Complainant reports English was not their primary language.
08/11/2008	Olney	20832	Comcast	Complainant reports a Comcast construction crew replaced a main cable down the street and proper restoration was not done. The complainant reports the grass is dead along the construction site and their mail box is unsteady when replaced. Complainant reports the grass all along the front in the construction area of her yard is dead.
08/11/2008	Silver Spring	20901	Verizon	See attached. 08/25/2008 No Verizon contact. 08/26/2008 No Verizon contact.
08/11/2008	Olney	20832	Comcast	Complainant reports a Comcast construction crew replaced a main cable down the street and proper restoration was not done. The complainant reports the grass is dead along the construction site and their mail box is unsteady when replaced. Complainant reports the grass all along the front in the construction area of her yard is dead.

<i>Complaint Date</i>	<i>City</i>	<i>ZIP</i>	<i>Company</i>	<i>COMMENT</i>
08/11/2008	Rockville	20850	Comcast	Complainant reports a Comcast construction crew was digging approx 6 weeks ago and did not perform proper restoration. Complainant reports he contacted Comcast but did not receive follow-up information as indicated. 08/14/2008 No Comcast contact. 08/19/2008: reports he received an initial call from Michael Trotman but no follow-up as indicated.
08/14/2008	Gaithersburg	20879	Comcast	See attached.
08/15/2008	Chevy Chase	20815	Verizon	See attached.
08/18/2008	Rockville	20850	Verizon	Complainant reports a Verizon construction crew cut her Comcast cable drop on Wednesday, 8/13/08.
08/20/2008	Potomac	20854	Comcast	See attached. Update: As of today, sub states he has not received any response from Comcast regard the restoration as per the email received on Aug. 20th sent to Mr. Watkins: I still have not received any response from Comcast on this matter. Shortly after filing my complaint, I received a call from a "Miss Read" at Comcast (301-456-8846, x2605). I have spoken with Miss Read several times since then, and although she keeps telling me that she has contacted the responsible office, it appears that she has not been able to get any response from them. It is now two weeks since I filed my complaint (six weeks since Comcast tore up my lawn), and I have still receive no response of any kind. Now that we are into September, if sod is not put down within the next couple of weeks, there will be no time for it to take root before the growing season ends. I would appreciate the County's help in compelling Comcast to take remedial action immediately. You can reach me at 202-778-9466. Thank you. Brian Ochs 09/17/2008 restoration is not to complainants satisfaction. CCC info emailed.
08/27/2008	Silver Spring	20906	Comcast	A Comcast construction crew started digging on the property 8/27/08 without any prior notification.
08/27/2008	Rockville	20852	Comcast	Complaint reports Comcast continually digs up his yard and destroys his garden. He reports this repeatedly happens and is frustrated with the Comcast response. He reports every year Comcast is performing construction in his yard and he wants it to stop.
09/04/2008	Silver Spring	20906	Verizon	See attached.
09/05/2008	Silver Spring	20905	Comcast	Sub states Comcast dug up his lawn and left a cable and gas line exposed. I contacted Comcast and they stated they would send an email to their construction department. I am very concern because I have received no response from Comcast and several holes throughout my yard. 9/12/08 Sub states Comcast broke a gas line and now his yard is in bad shape and shrubs are missing from the digging. He wants to know when and what Comcast is going to do.
09/12/2008	North Potomac	20878	Comcast	Comcast construction on 14500 and 14600 block. Cust says exposed wires and uncovered pedestals - safety issue. Customer has called, but no response. 10/02/2008 no Comcast contact. Complaint reports the cable sticking out of the ground at a child's eye level. 10/20/08 No progress

<i>Complaint Date</i>	<i>City</i>	<i>ZIP</i>	<i>Company</i>	<i>COMMENT</i>
09/18/2008	Potomac		Comcast	Complainant reports no restoration after construction was done through his property. He reports cabling sticking out of the ground at 10513 Democracy Blvd and cable debris in the area. He reports he has contacted Comcast and provided photos of his concern without any assistance from Comcast. Miss Utility ticket number 8452136 was issued to Lorenzo contractors. Comcast reference number 932672. 09/19/2008 No contact.
09/23/2008	Silver Spring	20910	Verizon	Complainant reports a Verizon contractor was digging in her yard 9/22/08 without notification. Complainant reports there were no construction permits for Second Ave. Complainant reports the permits expired 9/19.
09/25/2008	Clarksburg	20871	Comcast	Complaint reports a raised pedestal between 13401 Dutrow Drive and 2 Dutrow Court, Clarksburg. He reports the equipment is not placed properly in the ground. 11/18/2008 No progress, email sent to CAL. 11/21/2008 reports he received a voice mail message from Ms. Reed reporting she received confirmation from construction that the pedestal issue have been addressed. Complainant reports the pedestal is not repaired and Ms. Reed has received inaccurate information.
09/29/2008	Rockville	20852	Comcast	See attached.
09/29/2008	Rockville	20850	Comcast	Complaint reports a coiled cable was left at the telephone pole after construction in there front yard in June 2008. Several tech have been out, but explain to the complainant they have no idea why the cable is there.
10/14/2008	Silver Spring	20904	Comcast	See attached. 10/27/2008 Lawn is still not repaired. He doesn't want an estimate from the Comcast Insurance company. He just wants the lawn repaired.
10/21/2008	Germantown	20874	Verizon	See attached.

**Total:** 39

# Construction Issues 2009

## Complaint

<i>Date</i>	<i>City</i>	<i>ZIP</i>	<i>Company</i>	<i>COMMENT</i>
01/09/2009	Gaithersburg	20878	Comcast	Sub reports on approx 12/26/08, a Comcast contractor was digging in her yard without any notification. The crew left without restoration to the area. She reports there is a hole in the front yard. Sub reports after researching the issue she found out the Comcast contractor is Harwood Construction. 01/14/2008 Comcast reports it is not them. On December 2, 2008 Miss Utility was contact for 12200 Bradbury Drive. Complainant reports there were Miss Utility lines from landscaping. Complainant reports the hole is still there. Small claims info emailed.
01/14/2009	Silver Spring	20906	Verizon	See attached.
01/14/2009	Bethesda	20814	Verizon	See attached. 03/31/2009 Not corrected.
01/15/2009	Silver Spring	20906	Verizon	See attached. 01/22/2009 11:20 AM reports Chril, a representative from Verizon at 88-550-2244 called and explained S & N Communications would replace the drive in the Spring of 2009. The S & N name that was given was Alan Schwartz at 540-717-3183. Complainant wants to be notified prior to any construction taken. Complainant reports they have nothing in writing only what was explained over the telephone. Complainant wants to make sure a County permitting representative is present when the forms are out in place prior to pouring the concrete and during the pouring of concrete. Complainant wants the schedule for replacement in writing for protection. 02/06/2009 called to report he received a confirmation letter to have his driveway replaced.
02/06/2009	Germantown	20874	Verizon	Home phone number has been disconnected: 301-601-1852 Complainant reports she called Verizon to cancel her telephone service and spoke with Mr. Wise. She was offered a promotion to continue with Verizon but declined to accept the offer. Mr. Wise explained he would hold order #MD00017826624 in case the complainant changed her mind. Called to cancel the service 2/3/09 and on 2/5/09 Utiliquet sprayed her lawn for FiOS. Complainant reports she never ordered or authorized Verizon to install FiOS. She reports Verizon apparently has an order in the system for FiOS. She reports she spoke with Verizon for several hours with no success and no accountability for what has happened.
02/06/2009	Gaithersburg	20878	Comcast	Complainant reports Decisive Communications was digging in her front yard this morning to install a cable pedestal. Complainant reports Comcast already has a cable pedestal on one side of her front yard. She reports there was no prior construction notification as required by the franchise agreement. Please research and inform the complainant what construction is being done and why.
02/12/2009	Potomac	20854	Comcast	Complainant reports an above ground cable line since November. She reports Comcast is refusing to bury the line because there is not an easement.
02/20/2009	Silver Spring	20910	Verizon	Complainant reports Verizon ran a drop through his front lawn and did not properly restore the area. Complainant reports no notification prior to construction.

**Complaint**

<b>Date</b>	<b>City</b>	<b>ZIP</b>	<b>Company</b>	<b>COMMENT</b>
02/23/2009	Gaithersburg	20878	Comcast	Complainant reports she is a certified arborist specializing in construction impact to trees. She reports the Comcast trenching is in danger of damaging the Bradford Pear trees along the street. She reports the Comcast damage to the trees will be evident in approximately one to two years. Clint Enmon from Comcast contacted the complainant because the complainant reports she is not letting Comcast enter her yard. Complainant reports no notification prior to construction. She wants Comcast to be responsible for any tree damage, within the construction area, for at least two years after construction completion. See attached.
03/09/2009	Rockville	20850	Comcast	Complainant reports a Comcast construction crew started digging in the easement in front of his house this morning. The crew did not take any care when digging and shoveled the dirt into his flower bed. No care was taken when removing the grass so it could be replaced.
03/11/2009	Germantown	20874	Verizon	Complainant reports a Verizon crew was digging near his yard and cut his Verizon Telephone line and DSL line. He asked the crew and was told he had ordered FiOS. Complainant reports he has not ordered FiOS.
03/13/2009	Wheaton	20902	Verizon	Complainant reports a Verizon construction crew removed mulch and river rock from in front of your townhouse. Please restore with the same color mulch bed. Some of the same larger river rock need to be added as well. Crew Chief was Allen Humphries 03/25/2009 No communication from Verizon. 03/30/2009 No contact from Verizon.
03/27/2009	Potomac	20854	Verizon	Complaint reports a FiOS line was run to a neighbor's house in August 2008. The line was run under his driveway at the mid-point. Complainant reports the driveway cracked where the UG line was installed. Complainant contacted Verizon who was initially responsive. He believes Verizon handed it off to a contractor who has not communicated with him. He reports Verizon has not stopped returning his phone calls.
04/06/2009	Germantown	20876	Verizon	See attached.
04/17/2009	Garrett Park	20896	Verizon	Complainant reports Verizon coiled wiring in front of you house for over two weeks. 04/23/2009 another coil of wire was left in fron tof you home. VM to Clint Phipps 4 PM. 04/27/09 10:20 AM C. Phipps was out to the property and took care of the issue.
04/29/2009	Germantown	20874	Verizon	Complainant reports on Wheatridge Terrace Wheatridge Drive a utility company has marked utility lines for Verizon to setup cable service in the neighborhood. Both streets and my property looks like a playground. Verizon wouldn't answer my request to remove the markings.
05/01/2009	Rockville	20852	Verizon	On November 17, 2006 a Verizon crew was digging parallel to the street. When Verizon contractor crossed the complainant driveway a gas line was struck. Complainant want the driveway replaced. Please contact the complainants lawyer - Laura Magnuson 301-540-1083.
05/08/2009	Potomac	20854	Verizon	Complainant reports on May 1, 2009, Verizon contractor KM construction was cutting the pipe stem driveway that services four homes. The complainant has left several voice mail messages with Brad Bitner who has not returned his calls. He has spoken with Fran Miller but did not receive a call back as indicated. Complainant reports he has received a case #MDDQ0422BX. Complainant reports the private driveway was recently repaved and cost 12,000. Complainant reports there was no notification prior to jack hammering the driveway. He reports the driveway has a large hole that was cold patched. 05/12/2009 called to report he has received a call from Verizon and the contractor.

<i>Complaint Date</i>	<i>City</i>	<i>ZIP</i>	<i>Company</i>	<i>COMMENT</i>
05/20/2009	Potomac	20854	Verizon	Complainant reports Miss Utility markings and flags throughout the neighborhood without any prior notification of construction.
05/21/2009	Rockville	20850	Verizon	See attached.
06/04/2009	Kensington	20895	Comcast	Complainant reports a Comcast construction crew has been working late at night in front of his house for the past couple weeks. Complainant reports the noise is very disruptive.
06/17/2009	Silver Spring	20906	Comcast	Complainant reports a broken pedestal in front of his home. He reports he contacted Comcast several times to report the problem. 06/23/2009 No contact, no progress. 07/13/09 Sub states he got a phone call Mrs. Looper a few weeks back and she stated she would put this complaint on the construction schedule to be fixed. As of today, I have not heard back from her or any other technicians from Comcast. 07/14/2009 No progress.
06/23/2009	Potomac	20854	Verizon	Complainant reports Verizon construction outside the PUE and without any prior notification.
06/24/2009	Potomac	20854	Verizon	Complaint reports yesterday Verizon placed a cable vault in the front corner of the house on the slope of a hill. They would like to equipment move to level ground and closer to the street.
06/25/2009	Rockville	20850	Verizon	Complainant reports a Verizon construction crew digging in her yard without prior notification. She reports when the crew left, proper restoration was not applied. Complainant is very angry. 06/26/09 Called again. This area is within the City or Rockville. Rockville City permitting and inspection called 11:45 AM
06/25/2009	Potomac	20854	Verizon	Complainant reports a Verizon construction crew digging in her yard without prior notification. Complainant is very angry.
06/25/2009	Potomac	20854	Verizon	Complainant reports a Verizon construction crew digging in her yard without prior notification and cut her cable drop line. Complainant is very angry.
06/26/2009	Potomac	20854	Verizon	Complainant reports no notification prior to Verizon construction. Complainant reports the Verizon crew placed a flush mounted unit in the center of his front lawn thus interfering with the appearance of his lawn and decreasing the property value. Complainant would like to have the flowerpot moved from the center of the property to the side property line approx 10' to the side. 09/15/2009 complainant reports Verizon agreed to move the equipment but there has been no resolution to the problem. The equipment is still in the same place. Mr. Ochs has spoken to Verizon Compliance Specialist Paul Dillow 410-726-3758 and S & N Frank James 540-717-3377. Complainant wants Verizon to follow through with what was indicated and remove the extra box. 301-424-8611 Ochs #15237
07/06/2009	Rockville	20850	Verizon	See attached.
07/10/2009	Potomac	20854	Verizon	Complainant reports the Verizon crew has removed and damaged the the shrubbery along the street.
07/16/2009	Potomac	20854	Verizon	See attached.
07/17/2009	Rockville	20853	Comcast	See attached.

<i>Complaint Date</i>	<i>City</i>	<i>ZIP</i>	<i>Company</i>	<i>COMMENT</i>
07/20/2009	Rockville	20850	Verizon	Sub reports Verizon's contractor, S & N, cut his Comcast drop line during construction on his street.
07/30/2009	North Potomac	20878	Verizon	See attached. 08/05/2009 sub report his driveway has been cracked by FiOS construction. 8/11 sub reports he spoke to John Bogartner but wasn't given a date when the repairs will be made. Please let him know.
08/04/2009	Rockville	20850	Verizon	Complainant reports some areas of the lawn restoration after FiOS construction did not succeed. Please contact the complainant. 08/06/2009 No contact.
08/07/2009	Gaithersburg	20882	Verizon	Complainant reports FiOS construction approx 2 weeks ago and now there are holes in the ground in her front yard. 08/18/2009 No contact from Verizon.
08/07/2009	Gaithersburg	20882	Verizon	Complainant reports FiOS construction and now there are holes in the ground in her front yard and eroding ground.
08/10/2009	Gaithersburg	20882	Comcast	Complainant reports there are holes in the ground in her front yard and eroding ground. This construction problem was first reported over two years ago as a construction violation. A maintenance span was installed near the swale and is exposed after a hard rain.
08/11/2009	Rockville	20854	Verizon	Sub states on Friday (Aug 7) a truck doing a FIOS installation in front of his house and an hour later I had no phone service. I called Verizon and was told a ticket would be put in to get our service back up. I also spoke with a tech who was on our street and he said he would see about getting our phone service restored. This is the 2nd time this has occurred.
08/18/2009	Gaithersburg	20882	Comcast	Complainant reports large holes in her front yard from Comcast construction. I had emailed Comcast CAL team who responded but has not provided any follow-up communication. 09/15/2009 reports the issue has not been addressed and Comcast continues to reports the issue will be resolved in 7 days. Sub reports the holes are getting deeper and voice mail messages to Mr. Pierre have not been returned.
08/18/2009	Potomac	20854	Verizon	Complainant reports Verizon placed a flush box about four feet away from the property line between houses. He believes the equipment should be placed closer to the property line.
08/21/2009	Potomac	20854	Verizon	Complainant reports construction equipment was left on the lawn outside the PUE.
08/24/2009	Rockville	20853	Verizon	Complainant reports a big long fissure on the County property in the front yard. This deep and long fissure needs restoration. 09/14/2009 No progress. 09/23/2009 No progress.
08/25/2009	Potomac	20854	Verizon	Complainant reports a FiOS contractor was shooting a missile under her driveway and the missile has become stuck under the driveway. The contractor told the complainant the missile was stuck under her driveway and told her we have a blanket permit and can do whatever we need to do to retrieve his equipment. The contractor Kevin with MK construction told the resident they would be scoring her driveway apron. She wants to make certain the apron area is replaced properly.

<i>Complaint Date</i>	<i>City</i>	<i>ZIP</i>	<i>Company</i>	<i>COMMENT</i>
09/02/2009	Potomac	20854	Verizon	Complainant reports the Verizon flat panel plate is on the side of her sill and she would like it moved to a less conspicuous area.
09/08/2009	Rockville	20850	Verizon	Complainant reports a Verizon crew cut an opening in his driveway to examine a water pipe. The crew has placed a temporary patch on the area twice but no permanent patch has been preformed. 09/10/2009 Spoke to Johnny Baumgardner 10/21/2009 No progress. 11/03/2009 No progress, Small Claims Court link emailed. 10:12 AM 12/17/2009 CCC info emailed
09/08/2009	Potomac	20854	Verizon	Complainant reports an above ground FiOS line running from a cut box in his front yard to his neighbor house at 8912 Tuckerman Lane. Complainant reports his neighbor cancelled FiOS and he believes the line is dead. He called Verizon but because his home telephone number is not Verizon the representative would not provide any assistance.
09/08/2009	Rockville	20850	Verizon	Complainant reports a Verizon crew cut his Comcast today. He wants Verizon to be accountable for cutting his Comcast drop.
09/08/2009	Potomac	20854	Verizon	Complainant reports the rain has washed away the seed that was placed after construction. Complainant would like sod placed in the construction area. 09/14/09 No contact from Verizon.
09/09/2009	Derwood	20855	Verizon	See attached. 09/10/09 received email sent 7:45 AM. 09/24/2009 Reimbursement information submitted to Verizon 11:15 AM.
09/09/2009	Potomac	20854	Verizon	See attached. 09/15/2009 LMTC 2:30 PM 11/09/2009 complainant reports he received the money for the new driveway.
09/21/2009	Rockville	20850	Verizon	Complainant reports a Verizon construction crew placed equipment outside the easement and in the middle the front footage of his property.
09/22/2009	North Potomac	20878	Comcast	See attached.
09/22/2009	North Potomac	20878	Verizon	Complainant reports in September 2008 he paid to have his driveway replaced. He reports a Verizon crew cut a hole in his driveway to check for utilities and ran a cable under his driveway. The cut in the driveway is approx 12 inches square and a hump has appeared where the line was run underneath.
10/01/2009	Rockville	20853	Comcast	See attached. 10/27/2009 Comcast reports the line belongs to Verizon. #15436 10/28/09 Verizon contacted.
10/02/2009	Potomac	20854	Verizon	Complainant reports a flower pot was placed in front of her front door and wants it moved. Complainant reports she called Verizon the day it was installed but never received a return call as indicated.
10/05/2009	Potomac	20854	Verizon	Complainant reports the construction crew did not restore the property after completion of the work. Complainant reports the grass seed is gone and he wants sod installed instead of more grass seed.



<i>Complaint Date</i>	<i>City</i>	<i>ZIP</i>	<i>Company</i>	<i>COMMENT</i>
10/05/2009	Potomac	20854	Verizon	See attached. 10/6/09 o Matthews visited property 11:41 AM.
10/05/2009	Potomac	20854	Verizon	See attached. 10/6/09 O Matthews visited the property and spoke with Ms. Cayelli 10:34 to 11:10 AM.
10/05/2009	Potomac	20854	Verizon	See attached. 10/6/09 O Matthews visited the property and spoke with Mr. Kluh (father) 11:22 AM. Complainant was at work.
10/05/2009	Potomac	20854	Verizon	See attached. 10/6/09 O Matthews visited property 11:49 AM, no contact made.
10/06/2009	Potomac	20854	Verizon	Sub reports no telephone service for 10 days as a result of FiOS construction.
10/07/2009	Rockville	20852	Verizon	See attached.
10/08/2009	Clarksburg	20871	Verizon	Complainant reports over the summer Verizon ran a drop to 4 Dutrow Court. The drop run passed through his lawn and now the grass is dead where the FiOS line was run.
10/08/2009	Potomac	20854	Verizon	Complainant report there is an open trench in his front yard that has remained open for over 8 days. Complainant also reports there are flags placed in the back yard. He called Verizon and received a Ticket #MDCG01V33Y and was told a Verizon representative would call him back. No one ever did. 10/8/09 O Matthews visited the property and met with Mr. Zech. Called Dennis Kellimer 12 noon. He and Verizon compliance Inspector Dan Goetz are going to the property now. 10/08/2009 driveway is humped. 11/04/09 Driveway is cracked.
10/13/2009	Montgomery Village	20886	Comcast	Sub states that as of Friday, Oct. 9th Comcast was digging 20 feet from my property line. When I returned home from work my cable service was out. He called Comcast twice on Friday to inform them of the disconnection. It has now been five days and I am without service.
10/14/2009	Rockville	20854	Verizon	Sub contacted our office today due to the interruption of her phone service on Monday, Oct. 12 and today, October 14 by Verizon contractors who have been digging near her home. The cable service with Comcast has also been interrupted. Please restore my telephone service as soon as possible.
10/14/2009	Rockville	20854	Comcast	Sub states cable service was interrupted during construction near her home. Please restore cable service. 10/19/09 wants a temporary line till the main line is repaired.
10/20/2009	Brookeville	20833	Comcast	Comcast work crew installed a cable under my driveway for another customer on Sept 10 2009 causing large permanent cracks in the asphalt on my driveway. I have pictures of the work crew on site and of the damage damage and a written repair estimate for 860 dollars. I called Comcast the same day and filed claim number 1342092. Followed up twice. Comcast crew chief came out September 21 and looked at the site. No response from Comcast to this claim as of October 20 2009. 12/09/2009 1:15 PM 11/21/09 James Gooch visited the property and the complainant reports he never received any follow-up as indicated by Mr. Gooch.

<i>Complaint Date</i>	<i>City</i>	<i>ZIP</i>	<i>Company</i>	<i>COMMENT</i>
10/27/2009	Potomac	20854	Verizon	Please provide some additional seed and straw around the flower pot between the houses at this address. 10/26/09 O Matthews visited the property. Met with Complainant and took photos.
11/01/2009	Potomac		Verizon	Sub states there was a hole in her back yard which was made by Verizon. An inspector was dispatched and he reported that
11/05/2009	Brookeville	20833	Verizon	Complainant reports a Verizon contractor repaired the sidewalk in front of his house after damage from FiOS construction. Complainant reports the sidewalk is now higher and the driveway lower where the two meet. 11/09/2009 R Hall visit.
11/17/2009	Derwood	20855	Verizon	Complainant reports after FiOS construction in the neighborhood the street lights on Kipling Road, between Kildeer and Wick Road are not operable.
11/20/2009	Germantown	20874	Comcast	Construction in her front yard. 11/20/09 O Matthews visited the property. Photos taken.
11/20/2009	North Potomac	20878	Verizon	Complainant reports Verizon construction in his front yard. He wants to make certain Verizon restores the area properly. 12/18/2009 Broken ped issue email to D Oliver-Comcast
11/23/2009	Clarksburg	20871	Comcast	Sub reports a Comcast construction crew is running cable lines in his yard without any prior notification. Worker did not have any ID, vehicles not marked. Proper restoration not preformed. Workers were urinating in empty soda containers and leaving the container in the bushes.
11/23/2009	Gaithersburg	20878	Verizon	Complainant reports proper restoration was not done after FiOS construction.
11/24/2009	Clarksburg	20871	Comcast	Complainant reports a Comcast construction crew is running cable lines in his yard without any prior notification. Worker did not have any ID, vehicles not marked. Proper restoration not preformed.
11/25/2009	Clarksburg	20871	Comcast	Complainant reports a Comcast construction crew is running cable lines in his yard without any prior notification.
11/30/2009	Clarksburg	20871	Comcast	Sub reports lawn and driveway damage after Comcast construction. Sub reports the driveway cracked when Comcast construction crew bored underneath. 12/11/2009 Comcast crew was out at the property digging and explained they were repairing the line. The crew left and there is a hole under the sidewalk. Will send photos. 12/14/2009 complaint photos received and emailed to Comcast. 12/15/2009 County to handle the driveway, Comcast to handle the restoration and the inside carpet damage, and car. Will call back with DPS inspectors name.
12/08/2009	Germantown	20874	Verizon	Complainant reports Verizon construction in your front yard without notification. 12/08/09: O Matthews on site 12:12 PM. Photos taken.
12/09/2009	Potomac	20854	Verizon	See attached. Complainant reports the crew is smoking in the yard. 12/09/09 11:15 AM requested on-site visit. 11:30 AM complainant

<i>Complaint Date</i>	<i>City</i>	<i>ZIP</i>	<i>Company</i>	<i>COMMENT</i>
12/11/2009	Potomac	20854	Verizon	Complainant reports in June 2009, a Verizon construction crew was working in the neighborhood. They left and have not returned. A cable spool was left at 11708 Beekman Place, Potomac, MD they want removed. They also want to know when Verizon will return to complete the job.
12/11/2009	Gaithersburg	20878	Verizon	Complainant believes the Verizon construction crew is working beyond the PUE.
12/11/2009	Potomac	20854	Verizon	Complainant reports the S & N construction crew is rude and indifferent. Complainant reports the crew cut power and cable. They have dug up the lawn.
12/14/2009	Gaithersburg	20878	Verizon	See attached.
12/17/2009	Rockville	20854	Verizon	Complainant reports a Verizon crew was digging in complainant front yard and removed the property stake. Complainant want the property stake returned and replaced. They spoke with the construction crew but reports no one seem to care. 12/18/09 called 8:52 AM Complainant reports Verizon was out and replaced the stake. Complainant is unsure if it is in the proper place.
12/18/2009	North Potomac	20878	Verizon	Complainant requests to speak with a Verizon representative in authority who can answer questions regarding the placement of the FiOS equipment. The complainant wants the equipment to be placed on the other side of her property near the cable equipment. She is concerned about electromagnetic issue with power and FiOS so close together.
12/21/2009	Damascus	20872	Comcast	See attached. 01/15/2010 Letter received, scanned and emailed to Comcast 3:30 PM
12/28/2009	Potomac	20854	Verizon	Complainant report a FiOS drop line was laid above ground across her property and in the process damaged her flower bed and a solar light that was stuck in the ground.
12/28/2009	Montgomery Village	20886	Verizon	See attached.
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<b>Total:</b>	91			

## *Construction Issues 2010 January 1 - January 26, 2010*

<i>Complaint Date</i>	<i>City</i>	<i>ZIP</i>	<i>Company</i>	<i>COMMENT</i>
01/08/2010	Gaithersburg	20874	Comcast	See attached.
01/19/2010	Rockville	20850	Verizon	Resident reports he order FiOS and a flower pot was placed in the center of his front yard. He would like to have the UG equipment placed near the side property edge. He reports he has a sprinkler system. 01/22/2010 wants to reschedule the 1/27; 8-12 appointment to after 1 PM. Email to Verizon 10:55 AM.
01/25/2010	Potomac	20854	Verizon	Complainant reports a neighbor is being installed with FiOS and the Verizon contractor is blocking her driveway. She reports the contractor will not move his truck. 11:15 AM requested O Matthews site visit. 11:55 AM on site. No one home, no Verizon trucks.
01/26/2010	Montgomery Village	20886	Verizon	See attached. Photos Included.

*Total:* 4